

SENIOR HUMAN RESOURCES TECHNICIAN

DEFINITION

Under general supervision, incumbents perform a wide variety of technical activities related to Human Resources operations, in various program areas. Incumbents are required to understand and use limited discretion in applying laws, rules, regulations and policies.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from Human Resources Records Supervisor.
Exercises no supervision.

DISTINGUISHING CHARACTERISTICS

Depending upon specialized area of assignment, responsibilities may include: performing technical activities related to employment services, benefits, employee relations, organizational development & training or risk management.

The Senior Human Resources Technician is distinguished from the Human Resources Analyst which has responsibility for performing analytical activities related to employment services, benefits, employee relations, organizational development & training or risk management.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

(May include, but are not limited to, the following:)

Receives and reviews documents for completeness, accuracy, and compliance and enters a variety of specialized information, ranging from routine to complex, into databases; compiles data and prepares related reports, correspondence, and collateral materials.

Responds to requests for information from employees and/or the general public regarding a variety of Human Resources programs.

Prepares, processes, evaluates, and maintains a variety of personnel records, documents, files, logs, applications, benefits, salary and status changes, and/or other related human resources information in assigned area of responsibility.

Prepares a variety of reports, ranging from routine to complex, in response to requests for information from City officials, management, employees, and/or other interested parties.

Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.

Performs other duties of a similar nature or level.

In addition to the “general” duties listed above, incumbents assigned to **Employee Services** may be responsible for:

- Processing employee requisitions;
- Recruitment outreach;
- Assisting in the administration of various phases of the examination process to include but not limited to preparing exam materials, scheduling test times, sites and proctors, and scoring examinations;
- Maintaining various eligibility lists;
- On–boarding new City employees, volunteers and interns;
- Operating electronic equipment to fingerprint the public and applicants according to procedures as established by the Department of Justice;
- Assisting Human Resources Analyst with reviewing and evaluating applications for applicant eligibility.

In addition to the “general” duties listed above, incumbents assigned to **Organization Development and Training** may be responsible for:

- Assisting with the training programs coordinated by the Personnel Services Department such as registering participants, data entry, coordinating training materials and classroom set up;
- Scheduling locations and times for training programs; maintain training records and files;
- Preparing and/or delivering training programs and other related workshops.

In addition to the “general” duties listed above, incumbents assigned to **Risk Management** may be responsible for:

- Maintaining the risk management databases;
- Assisting in preparing and maintaining confidential medical, legal, pre-employment and related information;
- Assisting in reviewing and processing proposed contracts containing non-standard indemnification and insurance language;
- Assisting in reviewing and processing bonds and insurance for contracts and users of City grounds and facilities;
- Assisting in reviewing and processing property claims.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

- Basic principles and practices in assigned area of responsibility;
- Modern office procedures, equipment, software and hardware;
- Applicable Federal, State, and Local laws, rules, and regulations;
- Business English, grammar, and spelling;
- Mathematical principles;
- Research methods;
- Customer service principles;
- Recordkeeping principles and practices.

Ability to:

- Use a computer and related software applications with accuracy;
- Provide customer service;
- Maintain a variety of records and logs;
- Prepare and review information and data;
- Maintain confidentiality and handle confidential matters discreetly;
- Effectively set priorities to meet deadlines;
- Independently multi-task work assignments;
- Interpret and apply applicable laws, codes, ordinances, policies, procedures, rules, and regulations;
- Perform mathematical calculations;
- Establish and maintain positive working relationships with City management and staff, representatives of community organizations, state/local agencies and associations, and the public;
- Work in a changing environment.

MINIMUM QUALIFICATIONS

Experience:

Four years of increasingly responsible clerical, technical or administrative experience which includes two years experience in a comprehensive Human Resource environment.

AND

Education:

High School Diploma or GED.

Satisfactory completion of accredited college or university course work in human resources, public, or business administration, or closely related field may be substituted for a maximum of two years of the required experience other than the comprehensive Human Resources experience, on the basis that fifteen semester units equals one year of experience.

Special Requirement:

Possession of a valid California Driver's License may be required at time of appointment.

Must be able to obtain and maintain a State of California Department of Justice (Penal Code section 11102.1) background clearance to become a certified fingerprint roller.

APPROVED: _____
Director

DATE: _____