

CITY OF BIG BEAR LAKE

HUMAN RESOURCES TECHNICIAN

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general supervision, performs a variety of complex, technical, administrative and clerical activities in support of the City's human resources program in areas that include recruitment and selection, classification, training, employee relations and employee benefit programs; prepares, processes and maintains confidential employee records and data; performs related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Human Resources Technician** is a para-professional class responsible for performing a full array of duties and responsibilities with a high degree of confidentiality and with minimal supervision and instruction. Incumbents will be required to have knowledge of City policies and procedures, good problem solving and organizational skills and the ability to exercise sound judgment within established guidelines. This class is distinguished from the next higher class of Senior Human Resources Analyst in that the latter provides lead supervision over staff involved in the City's human resources program and performs professional duties of a complex and difficult nature.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the Senior Human Resources Analyst. Incumbents may exercise functional and technical supervision over, and provide training for, office support staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Performs complex, technical, administrative and clerical duties in support of the City's human resources program; maintains confidentiality of information; demonstrates a full understanding of the duties assigned in areas including recruitment and selection, classification, training, employee relations and employee benefits.
- Assists in planning and coordinating the recruitment and selection processes; prepares job announcements and advertisements; assists with applicant screening and testing; schedules pre-employment examinations; provides timely notification to candidates at all steps of the selection process; participates in the interview process as a Human Resources representative as assigned.
- Assists in researching and assembling information for classification and compensation purposes; assists in the maintenance of classification and compensation plans; initiates and responds to salary and benefit surveys, classification studies and employment verifications.
- Prepares and processes employee payroll and benefit forms and records; enrolls employees in various benefit programs and provides plan information; conducts new employee orientations; maintains and

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updates confidential employee files, including payroll and benefit records; maintains confidential records such as applications, test results and related information; initiates and distributes COBRA notices to new and terminating employees.

- Maintains employee performance evaluation system; distributes evaluations and personnel action forms to managers and supervisors
- Assists in processing Worker's Compensation claims and provides claim related information.
- Serves as a resource and provides information to the public, other agencies and City staff requiring the use of judgment and the interpretation of a variety of policies, rules and regulations.
- Performs a variety of general office support duties; composes, types and proofreads letters and other documents; maintains automated and manual files and records; answers telephone and in-person inquiries; prepares periodic and special reports.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff and the public.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The ability to lift, drag and push files, paper and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Human Resources Technician**. A typical way of obtaining the required qualifications is to possess the equivalent of two years of increasingly responsible office support or technical experience in a human resources environment and 60 units of college level coursework in human resources related areas. Two years of additional qualifying experience may be substituted for 30 college units. Prior public sector experience is preferred.

License/Certificate:

Possession of, or ability to obtain, a valid class C California driver's license.

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KNOWLEDGE/SKILLS/ABILITIES: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of:

Basic principles and practices of human resources administration, including recruitment, selection, compensation and benefit administration and Workers' Compensation; methods and techniques of statistics; basic functions and structure of a municipal organization; applicable federal, state and local laws, codes and regulations; methods and techniques for basic report preparation and writing; methods and techniques for record keeping; public relations techniques and procedures; modern office practices, procedures and equipment.

Ability to:

Organize and prioritize work coordinating several activities and meeting critical deadlines; interpret, apply and explain a variety of rules, policies and procedures; collect and analyze a variety of data; make accurate arithmetic and statistical calculations; use initiative and sound judgment within established guidelines; maintain confidentiality of human resources information; communicate clearly and concisely both orally and in writing; establish and maintain effective working relationships; work effectively with people with varying backgrounds, educational levels, races, and cultures.

Skill to:

Operate standard office equipment including a computer and variety of word processing and software applications.