

CITY OF BRISBANE

HUMAN RESOURCES TECHNICIAN

Definition

Under the general supervision of the Administrative Services Director and the direct supervision of the Senior Human Resources Analyst and/or Principal Analyst, provides routine and complex administrative support to the Director; provides routine information related to benefits, personnel policies, recruitments, training, workers compensation, personnel rules and regulations, and special departmental programs; and assists the public and staff in completing applications and other required forms.

Class Characteristics

This is an experienced level class in which incumbents with well-developed office skills and some familiarity with human resources, benefits administration and recruitment and retention concepts become competent to perform the day-to-day responsibilities of providing human resources related information to the public and staff, processing applications and benefit claims, providing technical support to departmental staff, in addition to performing administrative duties to ensure the efficient service of the Human Resources Division. Responsibilities require the frequent use of tact, discretion, and independent judgment, as well as a knowledge of departmental and City activities. The work has many technical aspects, requiring the interpretation and application of policies, procedures and regulations and may involve extensive employee and public contact. This class is distinguished from the analyst classes in that the latter is a professional and/or technical specialist in the area of expertise, while this class provides support to all functional areas.

Examples of Duties (Illustrative Only)

- Provides information regarding recruitments, benefits, training programs, memorandum of understandings, salary administration, performance evaluations and related human resources processes to employees and the public.
- Assist in the recruitment process by preparing and distributing job announcements, creating job postings on CalOpps or other applicant recruitment and tracking system, updating and monitoring recruitment information on the City's web site, screening applications, and answering inquiries from applicants.
- Coordinate, oversee and track various testing phases during recruitment examinations.
- Process all employee transactions such as appointments, promotions, pay increases, leaves, acting pay, and demotions.
- Track and distribute performance evaluations to supervisors.
- Prepare documents for and administer new hire orientation during on-boarding process.
- Respond to employee inquiries regarding benefit eligibility, policy questions and related concerns and assist employees in understanding benefit program and procedures.
- Enroll eligible personnel, prepare and maintain records, and check benefit allowances for employee benefit programs.
- Compute and verify benefit eligibility, contribution changes, withdrawal changes and related benefit modification actions, balance and pay monthly claims for designated insurance benefits.
- Provides administrative support for meetings and training programs; prepares and distributes announcements, enroll and track employee participation; coordinate meeting facilities, as needed;
- Organizes and maintains various administrative, confidential, reference, and follow-up files; archive files as required.
- Process various vendor payments in a timely fashion.
- Conduct exit interviews for separating employees.

Qualifications

Knowledge of:

- Policies and procedures related to general human resources and benefits administration
- Basic employment, labor, benefits, performance management, recruitment, retention, and training principles and practices.
- Codes, regulations, policies, memorandums of understanding, and procedures related to work.
- Standards for analytical reports and complex employment laws and regulations.
- Standard office administrative and clerical practices and procedures, including filing and the operation of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Computer applications related to the work, including word processing, presentation, database, and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques
- Techniques for dealing effectively with the public and City staff, in person, in writing and over the telephone.

Skill in:

- Providing varied and responsible clerical and administrative work requiring the use of independent judgment, tact, and discretion.
- Interpreting and implementing policies, procedures, technical processes, and computer applications related to the department.
- Performing basic research and preparing reports and recommendations.
- Composing correspondence and reports independently or from brief instructions.
- Establishing and maintaining a records management system for the department.
- Making accurate arithmetic and statistical calculations.
- Using English effectively to communicate in person, over the telephone, and in writing.
- Using initiative and independent judgment within established policy and procedural guidelines.
- Organizing own work, setting priorities, meeting critical deadlines, and following-up on assignments with a minimum of direction and with frequent interruptions.
- Taking a proactive approach to customer service issues.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Word processing at a net speed of 35 words per minute from printed copy.

Education and Experience:

Equivalent to graduation from high school and two years of office support experience, which has included explaining procedures and regulations, preferably in a public agency setting. Possession of a Bachelor's Degree or technical training in human resources, paralegal, management, organizational psychology, public administration or a closely related field. Experience in a human resources or related field is highly desirable. Education may be substituted for experience on a year-for-year basis.

Licenses:

Possession of a valid class C California driver license and have a satisfactory driving record

Physical Demands:

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Must possess the mobility to work in a standard office setting and use standard office equipment, including a computer, and to travel to different sites or locations and carry up to 20 pounds; vision to read printed materials and computer screen; and hearing and speech to communicate in person and over the telephone.

Approved Date: July 29, 2013
Resolution: 2013-33

Revised Date:
Resolution:

Bargaining Unit: General Employees Association
Resolution: 2013-35

Former Titles:

Abolished: