

## Human Resources Technician

### GENERAL SUMMARY

Primary function of the job is to provide confidential and accurate consultation and guidance in the administration of policies and activities related to a wide variety of both routine and complex human resources initiatives and programs, including recruiting, benefits, training, labor relations, and compensation. Employees work as part of a team and are responsible for ensuring that the team meets its objectives.

Employees must meet the minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations.

This position may require travel by the employee in the employee's own vehicle.

### PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Help with coordinating recruitment activities, which includes verifying position budget, coordinating the utilization of temporary employees, creating job opening announcements and advertising, testing applicants, creating interview questionnaires, facilitating interview panels, performing background checks, preparing new hire paperwork, and performing other related activities.
- Assists with benefit programs, which includes preparing and disseminating benefit communication materials for employees, determining benefit eligibility, enrolling and terminating coverage, monitoring the cost of benefits, processing benefit payments, reviewing plan documents, preparing benefit resolutions, administering COBRA, and performing other related activities.
- Provide confidential guidance and accurate interpretation of personnel rules and policies for supervisors and managers concerning disciplinary actions, salary determinations, position status changes, staffing allocations, and other related organizational issues.
- Administers workers' compensation program, including investigating injury claims, reviewing incident reports, and working with the third-party administrator on claims progress and processing.
- Provide comprehensive customer service, including delivery of accurate, prompt, and courteous assistance on complex policies, guidelines, and standard practices to internal and external customers, both verbally and in writing.
- Perform a variety of specialized, confidential research and reporting in assigned area of responsibility and resolves related discrepancies or erroneous data to ensure compliance with established rules, labor contracts, policies, and laws.
- Processes, compile, research, and analyzes complex information (such as benefit claims, leave utilization, injury reports, classification requests, staffing plan amendments, and/or other applicable items), and prepares and verifies reports, correspondence, and other documents utilizing applicable software, within established procedures.
- Enters, verifies, and reconciles complex information and data. Develop and maintains complex spreadsheets, databases, or reports in support of human resources activities.
- Other duties as assigned

**EDUCATION, FORMAL TRAINING, AND EXPERIENCE** (minimum requirements)

- High School diploma
- Two to four years of experience in human resources related work

**CERTIFICATIONS, LICENSES**

- Requires a valid driver's license and personal vehicle insurance and must maintain eligibility to drive as per the County's Vehicle policy

**CONDITIONS OF EMPLOYMENT** (minimum requirements – legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

**DISTINGUISHING CHARACTERISTICS**

Work involves evaluating the relevance and importance of theories, concepts, and principles to develop different approaches or tactical plans to fit specific circumstances where guidelines may not exist but are flexible and open to considerable interpretation. Independent judgment, personal discretion, and resourcefulness are needed to interpret and apply guidelines. Errors at this level could cause serious, long-term consequences involving substantial financial costs, significantly reduced service to the public, and/or negative media reaction and could impact others outside of a department and may require the intervention of an agency head to resolve.

This job is not part of a series.

**KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES** (minimum requirements)

- Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Specialized knowledge of human resources principles and practices
- Ability to detect errors, determine causes, and make corrections as appropriate Skill in conducting investigations and mediating issues with managers and their subordinates.
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners, and telephones
- Skill in use of personal computer software, including advanced spreadsheet development and word processing
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Skilled in researching and resolving complex problems to ensure compliance
- Ability to handle multiple tasks simultaneously with frequent interruptions
- Ability to coordinate, develop, layout and implement human resources policies, procedures, and operations
- Ability to consistently demonstrate sound ethics and judgment
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity
- Ability to explain complex policies and processes in layman's terms
- Ability to facilitate and coordinate meetings effectively and efficiently
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Ability to accurately organize and maintain paper documents and electronic files
- Ability to maintain the confidentiality of information and professional boundaries
- Able to use County resources effectively and efficiently ty to detect errors, determine causes, and make corrections as appropriate

**PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS**

- Work is performed in an office environment
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel
- May be required to lift/move up to 50 pounds (such as a box of paper)