



Human Resources

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DATE: September 27, 2023

TO: Civil Service Board

FROM: Heather DuVal
Human Resources Supervisor

SUBJECT: Revised Job Classification of Human Resources Technician

RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF HUMAN RESOURCES TECHNICIAN.
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Background Information/Summary of Job

As you are aware, the City is undertaking a job description review on all job descriptions last revised over 10 years ago. During this project, the job descriptions are being reviewed by both the supervisor of the position, as well as the incumbent(s). The intent of this process is to ensure that the description reflects the current duties of the position, as well as the education, experience, knowledge, skills, and abilities (KSAs) required to perform those duties.

In addition to the revision of the classification specific duties and KSAs, the Human Resources team has created standardized language that is included in all job descriptions and varies slightly based on their level of responsibility. You will see those language additions throughout the revised descriptions, including two new sections regarding supervision received and supervision given.

The Human Resources Technician was last revised in 2010. The purpose of this position is to perform a variety of technical and administrative activities in support of the human resources office operations. The primary changes to the job description were to update duties to reflect current work performed today.

The job classification was discussed with the Confidential Union and incumbents, and all are agreeable to the proposed job description.

Recommendation

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the revised job description for Human Resources Technician.

Human Resources Technician

SUMMARY/PURPOSE

To perform a variety of technical and administrative activities in support of the human resources office operations.

SUPERVISION RECEIVED

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments, including suggested work methods or advice on source material available.

SUPERVISION GIVEN

Does not supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provide support to Generalist Team, HRIS, and Benefits as needed.
2. Identify best practices for maintenance and usage, and recommend streamlined processes within HRIS; develop user instructions and provide technical assistance as required.
3. Create and maintain communication templates, forms, portals, and checklists within HRIS.
4. Participate in applicant tracking, position control, benefit plan, and other HRIS records maintenance activities.
5. Assist with compilation of data required by management to develop contract proposals.
6. Coordinate and conduct benefit orientations.
7. Process disability and other leaves, including gathering required data, communicating with involved parties and tracking utilization; refer difficult cases as needed.
8. Assist with the coordination of open enrollment material distribution and conduct open enrollment meetings.
9. Process benefit plan enrollments, changes, and separations; process death claims.
10. Coordinate recruitment and selection processes and administer civil service process.
11. Provide administrative support to the Civil Service Board and other committees as required.
12. Prepare resolutions for City Council meetings.
13. Maintain job description records within HRIS and common drive.
14. Create/revise forms and documents, and assist with the development of related procedures.
15. Prepare correspondence, reports, graphs, charts, tables, and spreadsheets; develop and maintain a variety of databases, queries, tracking systems, files, and records.
16. Communicate with vendors as needed.
17. Respond to routine inquiries and resolve routine issues/complaints from employees, retirees, applicants, and others; refer more difficult issues to appropriate staff if required.
18. Research laws and regulations related to human resource policies and procedures as directed.
19. Conduct front desk job duties as necessary.
20. Create and edit HR webpage content, and maintain City organization chart.
21. Assist with leave management programs as necessary.
22. Assist in preparations for labor contract negotiations by gathering information, analyzing effects of recommended proposals, recommending initiatives for contract changes, and drafting proposal language when necessary.
23. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
24. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Associate's Degree in a related professional field, and three (3) years of related professional experience; OR a minimum of five (5) years of related education and/or full-time, verifiable professional Human Resources experience.
2. License Requirements
 - A. No specific licenses required.
3. Knowledge Requirements
 - A. Knowledge of human resources principles, concepts, policies, and procedures
 - B. Knowledge of applicable civil service rules, bargaining unit contracts, and basic knowledge of federal, state, and local laws and regulations that govern human resources work.
 - C. Knowledge of basic research and data analysis methods and techniques.
 - D. Knowledge of problem-solving and conflict-resolution techniques.
 - E. Knowledge of applicable safety requirements.
 - F. Knowledge of, or the ability to learn, City policies and procedures.
4. Skill Requirements
 - A. Skill in providing exemplary customer service with a focus on compliance.
 - B. Skill in writing clear and concise correspondence and reports.
 - C. Skill in auditing and processing a wide variety of personnel and benefits transactions.
 - D. Skill in designing and maintaining accurate and effective filing systems.
 - E. Skill in the operation of office equipment including, but not limited to, general computer systems, Microsoft Office and other required software applications, HRIS, the internet, and modern office equipment.
 - F. Skill in managing one's own time.
 - G. Skill in completing assignments accurately and with attention to detail.
5. Ability Requirements
 - A. Ability to use initiative and independent judgment within established policies and procedural guidelines.
 - B. Ability to perform research, analyze, and summarize data in both narrative and numerical form.
 - C. Ability to set priorities and complete assignments on time while under pressures of time constraints and conflicting demands.
 - D. Ability to maintain confidentiality.
 - E. Ability to read, interpret, and apply a variety of complex materials and instructions, including laws and regulations related to human resource and benefit administration.
 - F. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - G. Ability to communicate and interact effectively with members of the public.
 - H. Ability to communicate effectively both orally and in writing.
 - I. Ability to understand and follow instructions.
 - J. Ability to problem-solve a variety of situations.
 - K. Ability to attend work as scheduled and/or required.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR: HD	Union: Confidential	EEOC: Paraprofessionals	CSB:	Class No: 1821
WC: 8810	Pay: 9	EEOF: Admin/Finance	CC:	Resolution:

HUMAN RESOURCES TECHNICIAN

Human Resources Technician

SUMMARY/PURPOSE:

To perform a variety of paraprofessional, technical and administrative activities in support of the human resources office operations.

- Positions in this class perform advanced paraprofessional work to assist professional staff. Serve as liaison between Human Resources and line departments, employees and applicants in navigating various human resources processes. Work requires independent judgment and decision making, with assistance from professional staff as necessary.

FUNCTIONAL AREAS:

1. Assist with benefits administration.

- * A. Coordinate and conduct benefit orientations; process plan enrollments, changes and terminations.
- * B. Process disability and other leaves, including gathering required data, communicating with involve parties and tracking utilization; refer difficult cases to the Employee Benefits Representative.
- * C. Assist with the coordination of open enrollment material distribution and conduct open enrollment meetings.
- * D. Conduct audits of bills and records for accuracy, and research and reconcile errors.
- * E. Process death claims.
- * F. Communicate with vendors as directed.

2. Assist with classification, compensation and recruitment activities.

- * A. Interview employees/management to gather information for job descriptions and/or comparable worth evaluations; participate on the comparable worth evaluation team.
- * B. Maintain EEO and pay equity records and assist with preparation of compliance reports.
- * C. Administer civil service process, including preparing agendas, communicating with members, providing administrative support for meetings, and processing actions.
- * D. Write council resolutions, classified ads and job announcements.
- * E. Participate in recruitment activities such as job fairs, career days, and exam monitoring.

Participate in SUPERVISION RECEIVED

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments, including suggested work methods or advice on source material available.

SUPERVISION GIVEN

Does not supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provide support to Generalist Team, HRIS, and Benefits as needed.

3. Identify best practices for maintenance and upgrades to the human resources information system (HRIS).

- * A. Collect information from Human Resources staff and other sources and perform technical

~~analysis of usage, and recommend streamlined processes within HRIS applications to identify needs and make recommendations related to design and setup.~~

~~* B. Participate in project planning and in system updates/training sessions conducted by the vendor.~~

~~* C. Test and implement modifications/enhancements, and troubleshoot and resolve errors/deficiencies.~~

~~1.2. D. Serve as technical resource to staff on HRIS design and operation, including development of; develop user instructions and providing provide technical assistance with issues/problems as required.~~

~~3. E. Create and maintain communication templates, forms, portals, and checklists within HRIS.~~

~~2.4. Participate in applicant tracking, position control, benefit plan, and other HRIS records maintenance activities.~~

~~* F. Develop database queries and provide reports as requested.~~

~~4. Participate in labor relations activities.~~

~~3.5. A. Compile Assist with compilation of data required by management to assist with the development of develop contract proposals.~~

~~* B. Participate in the review of drafted language to analyze effect on operations.~~

~~6. C. Coordinate and conduct benefit orientations.~~

~~7. Process disability and other leaves, including gathering required data, communicating with involved parties and tracking utilization; refer difficult cases as needed.~~

~~8. Assist with the coordination of open enrollment material distribution and conduct open enrollment meetings.~~

~~9. Process benefit plan enrollments, changes, and separations; process death claims.~~

~~10. Coordinate recruitment and selection processes and administer civil service process.~~

~~4.11. Provide administrative support during management strategy meetings and bargaining sessions to the Civil Service Board and other committees as required.~~

~~5. Perform related tasks.~~

~~12. A. Establish and maintain a variety of human resource files, Prepare resolutions for City Council meetings.~~

~~13. Maintain job description records within HRIS and common drive.~~

~~5.14. Create/revise forms and databases documents, and assist with the development of related procedures.~~

~~* B. Prepare a variety of materials, including correspondence, reports, graphs, charts, tables, and spreadsheets.~~

~~6.15. C. ; develop and maintain various a variety of databases, queries, tracking systems, files, and records.~~

~~16. D. Communicate with vendors as needed.~~

~~7.17. Respond to routine inquiries and resolve routine issues/complaints from employees, retirees, applicants, and others; refer more difficult issues to appropriate staff if required.~~

~~8.18. E. Research laws and regulations related to human resource policies and procedures as directed.~~

~~19. F. Provide backup to Conduct front office staff desk job duties as necessary.~~

~~9.20. Create and administrative help at various meetings edit HR webpage content, and maintain City organization chart.~~

~~10.21. G. Recommend revisions to human resource documents Assist with leave management programs as necessary.~~

~~H. Perform related tasks as assigned.~~

22. Assist in preparations for labor contract negotiations by gathering information, analyzing effects of recommended proposals, recommending initiatives for contract changes, and drafting proposal language when necessary.
23. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
24. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements

- ❖ ~~A. Graduation from an accredited institution with an Associate's Degree in Administrative Office Specialist or closely a related professional field, plus and three (3) years of progressively responsible clerical and paraprofessional related professional experience in a Human Resource office; or~~
- ❖ ~~B. ; OR a minimum of five (5) years of experience as defined above; or~~
 - A. ~~C. A combination of related education and/or full-time, verifiable professional Human Resources experience determined by management to be equivalent.~~

2. License Requirements

- A. No specific licenses required.

2.3. Knowledge Requirements

- ❖ ~~A. Basic knowledge of human resources and employee benefits principles, concepts and practices.~~
 - A. ~~B. Knowledge of human resources principles, concepts, policies, and procedures,~~
 - A-B. Knowledge of applicable civil service rules, bargaining unit contracts, and basic knowledge of federal, state, and local laws and regulations governing that govern human resources work.
 - B-C. ~~C. Knowledge of basic research and data analysis methods and techniques.~~
 - C-D. D. Knowledge of modern office practices and technology problem-solving and conflict-resolution techniques.
 - D-E. E. Knowledge of business letter writing and report preparation applicable safety requirements.
 - E-F. F. Knowledge of, or the principles and practices of computerized records maintenance ability to learn, City policies and procedures.

3.4. Skill Requirements

- ❖ ~~A. Skill in communicating clearly and concisely, both verbally and in writing.~~
- ❖ ~~B. Strong computer skills, including HRIS, word processing, database, spreadsheet, presentation and email applications, as assigned.~~
 - A. ~~C. Skill in providing exemplary customer service with a focus on compliance.~~
 - B. D. Skill in writing clear and concise correspondence and reports.
 - B-C. Skill in auditing and processing a wide variety of personnel and benefits transactions.
 - C-D. E. Skill in designing and maintaining accurate and effective filing systems.
- ❖ ~~F. Skill in operating a variety of office equipment.~~

- E. Skill in the operation of office equipment including, but not limited to, general computer systems, Microsoft Office and other required software applications, HRIS, the internet, and modern office equipment.
- F. Skill in managing one's own time.
- G. Skill in completing assignments accurately and with attention to detail.

4.5. Ability Requirements

- A. A.—Ability to use initiative and independent judgment within established policies and procedural guidelines.
- B. B.—Ability to perform research, analyze, and summarize data in both narrative and numerical form.
- C. C.—Ability to ~~work~~ set priorities and complete assignments on time while under pressures of time constraints and conflicting demands.
- ❖—D. ~~Ability to establish and maintain effective working relationships with supervisors, coworkers, other employees and the general public.~~
- D. E.—Ability to maintain confidentiality.
- E. F.—Ability to read, interpret, and apply a variety of complex materials and instructions, including laws and regulations, related to human resource and benefit administration.

Physical Requirements

- F. A.—Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- F-G. Ability to sit for extended periods communicate and interact effectively with members of the public.
- G-H. B.—Ability to transport oneself to, from, communicate effectively both orally and around the sites of projects, meetings and presentations in writing.
- ❖—C. Ability to occasionally transport, usually by lifting and carrying, material/equipment weighing up to 25 pounds per load for presentations.
- ❖—D. Fine dexterity to operate computer, calculator and other office equipment.
- ❖—E. Visual acuity to inspect documents for accuracy.
- ❖—F. Ability to hear and speak sufficiently to exchange information in person and by telephone.
- ❖—G. Ability to occasionally bend, stoop and reach for supplies, files, etc.
- I. H.—Ability to understand and follow instructions.
- J. Ability to problem-solve a variety of situations.
- H-K. Ability to attend work on a regular basis as scheduled and/or required.

*—Essential functions of the position

❖—Job requirements necessary the first day of employment

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR: <u>JAH</u> D	Union: Confidential	EEOC: Paraprofessionals	CSB: 20101005	Class No: 1821
WC: 8810	Pay: 9	EEOF: Admin/Finance	CC: 20101206	Resolution: 10-0608R