

JOB DESCRIPTION
Human Resources Technician I (Flex)
Human Resources Technician II
Code Number: 08005, 08006

GENERAL PURPOSE

Under general supervision, performs a variety of responsible technical and administrative duties in support of the District's human resource management and benefits programs; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

Human Resources Technician is a sub professional technical and administrative support class in the District's human resource management job family.

Human Resource Technician I is the entry level class in the Human Resource Technician series. Initially under close supervision, incumbents perform the more routine duties while learning District policies and procedures and becoming familiar with the variety of departmental systems and practices. As experience is gained, duties become more diversified and are performed under more general supervision. This class is alternately staffed with Human Resource Technician II, and incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications of the higher level. A Human Resources Technician II may also provide technical training and guidance to other less experienced human resource support personnel.

Human Resources Technician II is the experienced/journey level class in the series, fully competent to independently perform duties. This class is distinguished from the Human Resources Analyst in that incumbents in the latter class independently perform professional assignments requiring the use of management and human resource theory and principles gained through professional education and experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.

Performs assignments of routine to moderate difficulty in support of recruitment and selection programs, including drafting job announcements, advertisements and other recruitment materials, screening applicant qualifications, answering applicant and candidate questions regarding District employment and generating notices and correspondence to applicants and candidates; creates lists of applicants and qualified applicants in existing applicant pools.

Makes test scheduling and other testing arrangements; proctors the administration of written and other tests; scores tests; arranges interviews; creates lists of eligible candidates; conducts background and reference checks; drafts employment offer letters and assembles new hire information packets; conducts and coordinates new hire orientation programs.

Assists in administering District employee benefits plans, including medical, dental, vision, life, long-term disability, retirement, employee assistance and COBRA; processes employee enrollments and enrollment changes; reconciles plan premium billings and processes invoices for payment; processes death and disability claims for payment to claimants and beneficiaries; administers retiree and COBRA enrollments in health plans, including establishing participant accounts and collecting and processing premium payments.

Provides new employees information on benefit plans and enrollment decisions required; assembles and distributes benefit plan descriptions, promotional materials and notices in compliance with federal requirements; counsels employees regarding employee benefit plan coverage, eligibility for benefits and claims procedures; sets up and maintains employee benefit plan records; assists employees in filing service and disability retirement applications; accepts employee retirement applications and ensures documentation to support application is complete; administers the District's COBRA plan to ensure compliance with federal notice and administrative requirements.

Administers the District's employee service award program, assisting in preparing the program budget and making recommendations on selection of service awards to be offered.

Prepares responses to salary surveys and assists in preparing and conducting District surveys; compiles and generates reports of survey data; with guidance, provides classification, compensation and benefits information to other organizations.

Performs research projects of limited scope; compiles results and drafts reports and recommendations; generates and compiles statistical reports.

With guidance, interprets policies, procedures and regulations to District management, staff and the public in assigned areas of responsibility.

Assists in administering summer worker programs; arranges for DMV and drug screen checks.

Processes terminating employee paperwork, ensuring that all employee notifications have been completed; verifies the accuracy of employee transactions processed through the HR information system and payroll interface; generates regular and ad hoc reports.

Maintains a database of all approved District positions.

Assists in maintaining employee personnel files and confidential health and medical records.

Composes routine correspondence to plan administrators and providers.

Assists with office and administrative support duties and provides back up for other department office staff when required.

Provides lead work direction and guidance to other Human Resource Technicians; provides coaching and on-the-job training to other technical employees.

Performs related duties as assigned.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Basic practices and techniques of public personnel administration including recruitment, testing and selection programs; basic methods and practices of public personnel administration; basic benefit program principles and practices, including claims processing, benefits reporting and insurance/benefit plan recordkeeping; standard employee benefit plans, coverages, and insurance recordkeeping requirements; federal, state and local laws and regulations applicable to assigned responsibilities; District personnel rules, policies and labor contract provisions; basic data gathering and analysis techniques; principles and practices of sound business communication; correct English usage, including spelling and grammar; standard business software, including word processing, spreadsheets and graphics;

operations and requirements of the District HR information and payroll systems and payroll terminology; recordkeeping and filing practices and procedures.

Ability to:

Operate a computer using word processing and other business software; operate other standard office equipment; organize, set priorities and make sound independent judgment within established guidelines; interpret, apply, explain and reach sound decisions in accordance with District and department rules, policies, procedures, benefit plan provisions and labor contract provisions; establish and maintain effective working relationships with those encountered in the course of the work; understand, follow and apply written and oral instructions; communicate effectively orally and in writing; prepare clear, concise and accurate reports, correspondence and other written materials; exercise tact and diplomacy in dealing with sensitive, complex and confidential personnel issues and employee situations; organize and maintain specialized files.

Training and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is graduation from high school or a G.E.D equivalent; and three years of increasingly responsible office administrative experience that provide familiarity with recruiting, interviewing and other human resource management practices and benefit plan administration; or an equivalent combination of training and experience. Completion of courses in human resources and management is desired but not required.

A Human Resources Technician I may be advanced to Human Resources Technician II after demonstrating proficiency to perform all major duties assigned to the class.

Typically, a Human Resource Technician I is expected to be capable of meeting the proficiency criteria within a 12 to 24 month period, depending on an individual's prior experience and progression in performing the full range of duties of the class.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to stand and walk and lift up to ten pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, incumbents are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work with constant interruptions, work under intensive deadlines and interact with managers, employees, retirees, benefit plan administrators and carriers, employee association representatives, applicants and the public.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions and the noise level is usually quiet.

FLSA DETERMINATION: Non-exempt.

FLEX REQUIREMENTS
Human Resources Technician II
Human Resources Technician I (Flex)

LENGTH OF TIME REQUIRED

A Human Resources Technician I may advance or “flex” to the Human Resources Technician II class after **12-24 months** of experience in the Human Resources Technician I class.

PERFORMANCE RATING

The incumbents must receive an overall performance rating of “good” or better on their most recent annual performance evaluation in order to flex to the higher class.

COMMENTS

The Human Resources Technician I must also demonstrate proficiency in conducting recruitments and processing paperwork for all District benefit programs.