



Midpeninsula Regional Open Space District

HUMAN RESOURCES TECHNICIAN

DEFINITION

Under general supervision, performs a variety of responsible technical and office administrative human resources support functions, including assisting with the recruitment, testing, and selection of staff, benefits administration, workers' compensation, and HRIS database administration; prepares, reviews, and distributes human resources information systems records; provides responsible technical support to the Human Resources Supervisor; assists in completing various human resources studies and reports; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Human Resources Supervisor. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a single-position confidential classification that performs the full range of specialized technical work in all of the following areas: recruitment, testing and selection, classification, compensation, benefits administration, and employee training and orientation, in addition to performing a variety of record-keeping, administrative, and technical support activities. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Human Resources Supervisor in that the latter is a professional-level class requiring equivalent to a four-year college or university degree and is responsible for organizing, supervising, and reviewing the work of staff involved in human resources and training programs.

EXAMPLES OF ESSENTIAL FUNCTIONS *(Illustrative Only)*

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Participates in the recruitment, testing, and selection of employees, including preparing, advertising, posting, and mailing job flyers, assisting in coordinating recruitment processes, and screening applications.
- Schedules and coordinates selection processes, including written performance tests and interviews; coordinates and arranges interview panels and interviews involving employees and other parties; constructs rating materials; assists in proctoring examinations; prepares and sends rater confirmation materials.
- Notifies candidates at all steps of the selection process; prepares eligibility lists; conducts background and reference checks; coordinates pre-employment physical examination process.
- Performs administrative work related to multi-tiered employee benefits programs that include plans such as retirement, long-term disability, health, life, dental, vision, employee assistance program, and worker's compensation insurances; enters benefit enrollment and changes into related databases.
- Responds to employee and retiree questions and complaints and interfaces with medical insurance providers and insurance representatives.

- Maintains Human Resources Information System (HRIS) database; updates and ensures accuracy of data; participates in system changes and implementation.
- Processes documents for terminations, resignations, promotions, and retirements.
- Interprets, describes, and applies District policies and procedures and Memorandum of Agreement in performance of assigned duties.
- Collects and compiles human resources data; prepares various human resources and technical reports.
- Conducts and coordinates orientations for newly hired employees and answers employee questions regarding benefits, open enrollment periods, and other information regarding employee benefits.
- Administers I-9 program, including issuing forms to new employees, verifying eligibility of employment, completing and signing off on forms, and maintaining accurate files.
- Processes employee exits, including Consolidated Omnibus Budget Reconciliation Act (COBRA) paperwork.
- Processes workers' compensation claims; provides requested information to claimants and workers' compensation carrier; assists employees in resolving issues related to workers' compensation, safety, and health; maintains accurate databases; prepares reports and other related documentation.
- Oversees Department of Motor Vehicle Employer Pull Notice, Department of Justice Fingerprint, and Department of Transportation Random Drug Screening programs.
- Applies Federal, State, and local laws and regulations concerning human resources programs.
- Maintains employee handbooks and human resources policies and procedures, under the direction of supervisory and management staff.
- Attends labor management meetings with management staff and provides information as requested.
- Participates in special human resources projects and programs including employee recognition events; coordinates and integrates program services and activities with other agencies and departments.
- Receives and screens visitors, telephone calls, and emails, providing a high level of customer service to both external and internal customers; provides information to District staff, other organizations, and the public, requiring the use of judgment and the interpretation of complex policies, rules, procedures, and ordinances.
- Provides general administrative support to the Human Resources function, including preparing correspondence, memoranda, and reports, performing reception functions, processing mail, performing data entry, and maintaining schedules and records.
- Organizes and maintains various administrative, confidential, reference, and follow-up files; purges files as required.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Policies and procedures related to recruitment, selection, benefits administration, workers' compensation, classification, and compensation.
- Methods, techniques, and practices of data collection and report writing.
- Business letter writing and standard writing practices for correspondence.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Recent and on-going developments, current literature, and sources of information related to human resources programs.
- Record keeping principles and procedures.
- Modern office practices, methods, computer equipment, and computer applications related to work, including word processing and spreadsheet software.
- Principles and procedures of record keeping and reporting.
- English usage, spelling, vocabulary, grammar, and punctuation.

- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.

Ability to:

- Perform detailed human resources office support work accurately and in a timely manner.
- Interpret, apply, and explain policies, procedures, and practices of human resources administration.
- Review human resources documents for completeness and accuracy.
- Administer effective recruitment, testing, and selection and employee benefits administration practices.
- Maintain accurate and confidential human resources records.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Make accurate arithmetic and statistical computations.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Understand and follow oral and written instructions.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone or radio, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to two (2) years of college coursework in human resources or business administration or related field and three (3) years of progressively responsible experience in human resources or closely related function.

Licenses and Certifications:

- Possession of a valid California Driver's License.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

EFFECTIVE: December 2011
REVISED: N/A
FLSA: Non-Exempt