



Career Service Authority

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Human Resources Support Technician

GENERAL STATEMENT OF CLASS DUTIES

Provides entry-level, paraprofessional and technical assistance for a given division and/or department concerning the preparation, accuracy, and distribution of payroll for the City. This responsibility also includes personnel and benefits processes associated with the establishment of employment records used in the preparation and reporting of payroll both internally and externally.

DISTINGUISHING CHARACTERISTICS

The classification of Human Resources Support Technician is the first class in a two level series which performs **entry-level paraprofessional** work as it relates to the processing and preparation of payroll. It is distinguished from the Human Resources Technician performs a wide variety of full performance **paraprofessional/technical**, employee related, duties in support of human resource management for a division or department. This position is distinguished from the Administrative Support Assistant IV position which is responsible for performing specialized and/or technical **office support** work that requires detailed knowledge of the specialized/technical area.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion with employee customer service responses involving payroll, benefits, and/or personnel matters associated with the employee's pay.

Employee is responsible for determining time, place and sequence of actions to be taken within the framework of established standards for the function. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

None.

ESSENTIAL DUTIES

Prepares and maintains employee records including the employee master records as well as the payroll processing and reporting related components of that information. Internal components include: healthcare benefits, retirement, paid time off (vacation, sick leave, personal time, FMLA), performance evaluation requirements, training requirements, licensing/certification requirements.

Assembles information and discusses payroll/benefits/personnel processes and procedures with employees – may answer questions or direct individual to another resource; approves and rejects information submitted, and determines the appropriate use or service needed within a defined scope.

Prepares and processes employee time reports and other forms in accordance with legal precedents or other specialized alternatives and technical practices.

Balances and reconciles employee time reporting and payroll accounting records with a variety of interdepartmental, Auditor, and other processing requirements. Performs analysis to identify problems with the data and makes corrections.

Posts/adjusts payroll accounting journals and ledgers to correct errors for both internal and external reporting requirements; coordinates efforts with the Auditor's Office.

Provides or exchanges written and verbal information that explains regulations, policies, procedures and other related information.

Monitors and tracks employee payroll related data; prepares permanent documentation involving transactions and situations that may involve highly sensitive data and confidential information; researches, collects data and compiles statistics/reports using manual as well as electronic methods.

Assists in the preparation of quarterly and annual reports; conducts ongoing audits and research associated with the accuracy of employee records.

Researches variances in the application of policies and procedures and corrects any errors/oversights.

Performs other related duties as assigned.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty – Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

Conscientiousness – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reading – Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

Arithmetic/Mathematical Reasoning – Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, percentages, and formulas.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Writing – Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Flexibility – Adapts quickly to changes.

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

Memory – Recalls information that has been presented previously.

Reasoning – Discovers or selects rules, principles, or relationships between facts and other information.

Customer Service – Works and communicates with clients and customers to satisfy their expectations and is committed to quality services.

Self Management – Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

Technical Competence – Knowledge of the specialized/technical area. Refers to specialized knowledge that is acquired through formal education or extensive on-the-job experience.

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Demonstrates a high degree of attention to and proficiency in working with numbers and the infinite sources of data and detail associated therewith.

Knowledge of standard office practices and procedures sufficient to be able to process all of the various forms and paperwork associated with payroll preparation as well as other related requirements.

Skill in utilizing computer software to accomplish a variety of tasks.

Knowledge of policies, procedures, rules and laws relative to the specialized area.

Physical Demands:

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distances and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Color Vision: ability to distinguish and identify different colors.

Working Environment:

Subject to many interruptions.

Education Requirement:

Graduation from high school or the possession of a GED Certificate.

Experience Requirement:

Two years of experience performing specialized and/or technical office support work of the type and at the level of Administrative Support Assistant IV.

Education/Experience Equivalency:

A combination of the appropriate type and level of education and experience may be substituted for the minimum education and experience requirements.

Licensure and/or Certification:

None.

CLASS DETAIL

FLSA CODE: Non - Exempt

ESTABLISHED DATE: 02/16/2007

ESTABLISHED BY: Mack

REVISED DATE:

REVISED BY:

CLASS HISTORY: New specification