



## Career Service Authority

Page 1 of 5

# Human Resources Technician Supervisor

### GENERAL STATEMENT OF CLASS DUTIES

Supervises the work of paraprofessional staff that performs daily human resource responsibilities in the areas of records management, training, recruitment and/or the overall preparation and distribution of payroll within a division or department.

### DISTINGUISHING CHARACTERISTICS

This class is distinguished from the Human Resources Supervisor position that oversees a wide variety of employee related duties in support of human resources management for a department or division or centralized service at Career Service Authority. It is primarily distinguished by its supervision of the work of paraprofessional staff in the areas of payroll/benefits/records and/or personnel. It is distinguished from the Supervisor of Administrative Support I which is responsible for the supervision and coordination of staff providing standard, administrative/clerical support.

### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are in the form of stated objectives for the section, unit, function or project.

Direction received may generally but not always be clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpreting precedents, and adapting practices to differing situations and recommending alternative actions in situations without precedent.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve employing theory/principles to weigh and evaluate factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

### ***Level of Supervision Received and Quality Review:***

Under managerial direction, the employee has personal accountability or carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

***Interpersonal Communications and Purpose:***

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

***Level of Supervision Exercised:***

Supervises two or more paraprofessional employees who do not supervise; scope of supervision may include technical and support staff.

**ESSENTIAL DUTIES**

Supervises the work of paraprofessional staff that performs daily human resource responsibilities in the areas of records management, training, recruitment and/or the overall preparation and distribution of payroll within a division or department.

Reconciles payroll, benefits, and personnel transactions against the citywide human resources information system, internal department/division employee information databases, City Auditor systems, processes, and reports, and outside service provider information/reports.

Oversees and/or provides direct assistance in the preparation and maintenance of employee records including the employee master record 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.

Develops, plans, schedules, coordinates, and assigns work; establishes and determines goals, priorities, methodology, and procedures for subordinate employees; reviews employee work for adherence to guidelines and internal as well as citywide standards; develops work schedules to meet time sensitive process requirements.

Advises and consults with managers, supervisors, employees and others on human resource matters as it relates to the functional area.

Implements and interprets guidelines, policies, and procedures developed by higher-level managers; assists in developing, recommending, and coordinating the implementation of new procedures for the section.

Develops performance management programs within the section, monitors and documents employee performance, provides ongoing performance feedback, and annually or more frequently evaluates employee performance.

Interviews and selects staff to hire, promote and transfer within the section; participates in other interview processes as requested.

Develops, plans and implements staff training and development; coaches, mentors and leads staff in career development efforts.

Develops and provides input for budget preparation by the department/division. Monitors progress against budget on an ongoing basis; assists in the preparation of quarterly and annual reports.

Performs other duties as assigned and/or requested.

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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:***

**Internal Controls/Integrity** – Assures that effective internal controls are developed and maintained to ensure the integrity of the organization. Identifies needed resources and develops plans for carrying out work in a timely manner. Monitors and evaluates progress to ensure that policies are implemented to accomplish the organization's mission.

**Oral Communication** – Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others and facilitates an open exchange of ideas.

**Problem-Solving** – Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

**Written Communication** – Expresses facts and ideas in writing in a succinct and organized manner.

**Technical Competence** – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting); maintains credibility with others on technical matters.

**Leadership** – Inspires, motivates and guides others toward goals; coaches, mentors and challenges staff, adapts leadership styles to various situations, models high standards of honesty, integrity, trust, openness and respect for individuals by applying these values daily.

**Flexibility** – Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles; effectively deals with pressure and ambiguity.

**Supervising a Diverse Workforce** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce. Implements diversity policies for subordinate staff; supports opportunities to recruit, develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among diverse persons.

**Human Resources Management** – Empowers and mentors staff by sharing power and authority; develops lower levels of leadership; shares rewards with staff; ensures staff are appraised, developed, and are otherwise treated fairly.

**Interpersonal Skills** – Considers and responds appropriately to the needs, feelings and capabilities of others; adjusts approaches to suit different people and situations.

**Self Direction** – Demonstrates belief in own abilities and ideas; is self-motivated and results-oriented; recognizes own strengths and weaknesses; seeks feedback from others and opportunities for self-learning and development.

**Team Building** – Manages group processes; encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works with others to achieve goals.

**Decisiveness** – Makes sound and well-informed decisions; perceives the impact and implications of decisions. 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.

**Conflict Management** – Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative personal impact.

**Client Orientation** – Anticipates and meets the needs of clients; achieves quality end-products; is committed to improving services.

Knowledge of supervisory principles and practices sufficient to be able to perform elements of full, formal supervision and develop employee performance enhancement plans.

Knowledge of supervisory principles and practices sufficient to be able to determine the most appropriate course of action in responding to grievances and in problem resolution/developing alternatives.

Knowledge of accounting and payroll principles and practices sufficient to be able to analyze accounting and financial documents and reports and to apply those principles for making work related decisions.

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

Knowledge of research and analytical methods and approaches sufficient to be able to secure and assemble information and formulate sound recommendations.

Knowledge of standard accounting practices used for reviewing, auditing, and assessing the completeness of the specialized area accounting work efforts, documentation, and reports.

Skill in applying and interpreting rules, regulations, statutes, standards, policies and procedures related to the specialized area.

Skill in delegating, prioritizing, and scheduling work to allow for efficient, effective completion.

Skill in applying existing guidelines or creating new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in reviewing work for accuracy and completeness.

### ***Physical Demands:***

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Balancing: maintaining body equilibrium to prevent falling over.

Reaching: extending the hand(s) and arm(s) in any direction.

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.  
Lifting: raising or lowering an object 10-25 pounds.  
Near Acuity: ability to see clearly at 20 inches or less.  
Accommodation: ability to adjust vision to bring objects into focus.

***Working Environment:***

Subject to many interruptions.  
Pressure due to multiple calls and inquiries.

***Education Requirement:***

Baccalaureate Degree in Business Administration, Accounting or a related field

***Experience Requirement:***

Three years of paraprofessional experience in the specified human resource function; one year of lead work experience overseeing the functional area /clerical experience working with the public, explaining policies and procedures.

***Education/Experience Equivalency:***

A combination of appropriate education and experience may be substituted for the minimum education and experience requirement.

***Licensure and/or Certification:***

Completion of the Career Service Authority supervisory training course by the completion of probation.

**CLASS DETAIL**

***FLSA CODE:*** Exempt  
***ESTABLISHED DATE:*** 02/16/2007  
***ESTABLISHED BY:*** Mack  
***REVISED DATE:***  
***REVISED BY:***  
***CLASS HISTORY:*** New specification