



Career Service Authority

Page 1 of 4

Human Resources Support Technician

GENERAL STATEMENT OF CLASS DUTIES

Performs standard level paraprofessional human resources work assisting, coordinating and administering a variety of human resources functions, programs, and activities.

DISTINGUISHING CHARACTERISTICS

The Human Resources Support Technician is the first level of a two part paraprofessional Human Resources series. The Human Resources Support Technician is distinguished from the *Human Resources Technician*, which performs full performance paraprofessional human resources work assisting, coordinating, and administering a variety of complex and specialized human resources functions, programs, and activities. The Human Resources Support Technician is also distinguished from the *Administrative Support Assistant IV*, which performs specialized and/or technical office support work that requires detailed knowledge of the specialized/technical area. Finally, the Human Resources Support Technician is distinguished from the *Operations Assistant*, which performs paraprofessional operational duties that serve the needs of the business unit, evaluates operational practices, and makes recommendations for improvements.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communications and Purpose:

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

Level of Supervision Exercised:

None

ESSENTIAL DUTIES

Provides customer (employee) support for a variety of HR issues, which includes researching issues and directly resolving issues or functioning as a liaison to payroll and human resources staff to resolve the issue(s).

Creates Personnel Action forms for review and approval by higher level human resources staff; assists with processing position justification requests.

Assists with the maintenance of centralized and department/agency personnel records systems, which includes scanning and archiving hard copy files; and reviewing and purging legacy personnel records.

Performs a variety of new hire (on-boarding) activities, such as: conducting background checks, scheduling interviews and physicals, setting up work stations and security badges.

Researches, compiles, and analyzes statistics and information for a variety of human resources functions and department/agency operations and makes recommendations or develops reports to support department/agency operations.

Assists with developing and implementing processes and procedures to meet specific agency needs and challenges.

Attends training sessions to learn concepts, principles, practices and applications of human resources work, studies applicable rules and regulations, and receives instruction in the interpretation and application of appropriate laws, rules, regulations, and procedures.

Performs other duties as assigned.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

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

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, deals with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Reading – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

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 – Recognizes or uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner and produces written information which may include technical material that is appropriate for the intended audience.

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 ambiguity.

Oral Communications – Expresses information to individuals or groups effectively, taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

Customer Service – Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; know products and services; is committed to providing quality product/services.

Decision Making – Makes sound, well informed and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish organizational goals, and causes change.

Technical Competence – Uses knowledge that is acquired through formal training/extensive on the job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

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

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

Knowledge of human resources management policies, procedures, rules, and laws sufficient to be able to process all of the various forms and paperwork associated with human resources management.

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

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

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 possession of a GED certificate.

Experience Requirement:

Two years of experience performing specialized and/or technical office support, one year of which must have been in a human resources capacity.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement, except for the one year of human resources experience.

Licensure and/or Certification:

None.

CLASS DETAIL

FLSA CODE: Non-exempt

ESTABLISHED DATE: 02/16/07

ESTABLISHED BY: Lori Mack

REVISED DATE: 01/08/2012

REVISED BY: Tony Gautier/Melissa Fisher

CLASS HISTORY 1/2012 - Changes made to the General Statement of Duties, Distinguishing Characteristics, and Essential Duties of the class specification.