



Career Service Authority

Human Resources Technician

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GENERAL STATEMENT OF CLASS DUTIES

Performs full performance paraprofessional work assisting, coordinating, and administering a variety of complex and specialized human resource functions, programs, and activities.

DISTINGUISHING CHARACTERISTICS

The Human Resources Technician is the second level of a two part paraprofessional Human Resources series. The Human Resources Technician is distinguished from the *Human Resources Support Technician*, which performs standard level paraprofessional human resources work assisting, coordinating and administering a variety of human resources functions, programs, and activities.

The Human Resources 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 Technician is distinguished from *Staff Human Resources Professional*, which performs entry level professional human resources work while receiving training in the principles, practices, procedures, and laws of human resources methods and techniques,

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:

By position, performs lead work.

ESSENTIAL DUTIES

Coordinates and administers a variety of human resource functions, programs, and/or activities such as benefits administration, leave administration, personnel actions, and/or training administration.

Interacts directly with employees and focuses on employee issues by explaining policies, procedures, and other related information and assists employees to resolve problems or issues.

Tracks, monitors, develops, compiles and maintains detailed reports, data, manuals and other information as it relates to human resource activities and operations; examines documents and computations to determine accuracy, completeness and/or compliance with applicable rules and regulations.

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.

Researches and compiles statistical reports, audits, surveys and other data; formulates reports and/or records both manually and utilizing computer programs as assigned.

Develops, creates, maintains, operates, and modifies computer records and/or reports utilizing knowledge of database, spreadsheet, word processing, and/or other software programs.

Recommends, develops, and establishes, processes, procedures or instructions to meet specific needs and challenges for assigned human resource functions

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, Knowledge, & 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.

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 – 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 – 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.

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 sources of data and detail associated therewith.

Knowledge of human resources management policies, procedures, rules, and laws sufficient to be able to approve all of the various forms and paperwork associated with human resources management and to answer questions from customers.

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

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:

Three years of experience performing specialized and/or technical office support work, two years of which must have been in a human resources capacity.

Education/Experience Equivalency:

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

CLASS DETAIL

FLSA CODE: Non - Exempt

ESTABLISHED DATE: 02/16/2007

REVISED DATE: 01/08/2012

REVISED BY: Melissa Fisher

CLASS HISTORY: 2/2007 - New specification
7/2010 – Revised duties statements and updated the General Statement of Duties and the Distinguishing Characteristics Section.
1/2012 – The General Statement of Duties, Distinguishing Characteristics, and Minimum Qualifications were updated.