



Office of Human Resources
HR Technician II – LH2417
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General Statement of Duties

Assists the human resources function by performing technical support work coordinating and administering a variety of complex and specialized human resources functions (such as onboarding, payroll/retirement processing, personnel file management, pre-employment assessments and leave management.) Coordinates interviews and meetings. Enters data and runs reports.

Distinguishing Characteristics

This class is part of the Human Resources Technician job series. This job series encompasses the following job classifications and a summary of their essential job function is as follows:

- Human Resources Technician I: This job is the first level of a three-level series. The essential function of this job is to provide support to City human resources functions, perform entry-level HR functions relating to forms processing and data tracking, order supplies, answer phones, greet visitors, and respond to general inquiries.
- Human Resources Technician II: This job is the second level of a three-level series. The essential function of this job is to assist the human resources function by performing technical support work coordinating and administering a variety of complex and specialized human resources functions (such as onboarding, payroll/retirement processing, personnel file management, and leave management.), coordinate interviews and meetings, enter data and run reports. May serve as a work lead to and quality check the work of more junior roles.
- Lead Human Resources Technician: This job is the third level of a three-level series. The essential function of this job is to serve as a working lead on a team that assists the human resources function by performing technical support work coordinating and administering a variety of complex and specialized human resources functions (such as onboarding, payroll/retirement processing, personnel file management, and leave management), coordinate interviews and meetings, enter data, run reports, and check the work of more junior roles.

Essential Duties

Performs full performance professional support work assisting, coordinating, and administering a variety of complex and specialized human resource functions, programs, and activities. Assists in supporting the human resources needs of all applicable City employees.

Provides applicants and candidates with general and/or explanatory information. Explains and clarifies rules, processes and procedures. Answers questions and resolves a variety of problems within a defined scope.

Collects information and discusses onboarding/payroll/benefits/pre-employment assessments/personnel processes and procedures with new and seasoned employees. Answers questions or direct individual to another resource; reviews and approves documents for accuracy.

Supports HR staff to successfully fulfill agency human resources needs.

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.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Competencies

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

Customer Service - Works with customers to assess needs, provides assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

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 - 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.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

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.

Knowledge of hiring, classification, benefits, labor relations, negotiation, and federal, state and local employment regulations.

Skill in working with numbers and the sources of data and detail associated with the data.

Level of Supervision Exercised

None

Education Requirement

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

Experience Requirement

Two (2) years of experience in an administrative environment.

Education & Experience Equivalency

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

Licensure & Certification

None

Working Environment

For DPL Positions Specifically:

Atmospheric Conditions: conditions that affect the skin, eyes or respiratory system.

Handles absentee replacement on short notice.

Handles emergency or crisis situations.

Occasional pressure due to multiple calls and inquiries.

Subject to pressure for multiple calls, inquiries, and interruptions.

Level of Physical Demand

For DPL Positions Specifically:

1-Sedentary (0-10 lbs.) - 2-Light (10-20 lbs.)

Physical Demands

For DPL Positions Specifically:

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

Depth Perception: Ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: By Position, may move objects up to 10 pounds, or 10-20 pounds from one level to another.

Reaching: Extending the hands and arms or other device in any direction.

Repetitive Motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Background Check Requirement

Criminal Check
Employment Verification

Assessment Requirement

None

Probation Period

None

Class Detail

Pay Grade: NE-12
FLSA Code: N
Established Date: 9/21/2018
Established By: LS
Revised Date: 9/8/2024
Revised By: SO
Class History: 9/8/24 – Revised Job Family/Job Code.