



Office of Human Resources HR Technician Lead – CH3021

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General Statement of Duties

Serves 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.) Coordinates interviews and meetings. Enters data and runs reports. Checks the work of more junior roles.

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

Processes personnel actions in PeopleSoft, quality check entries, scan and prepare employee's personnel files.

Performs lead work function on the team.

Contributes to the development of performance goals, documents performance, provides performance feedback, and provides information to inform the formal performance evaluation.

Trains new team members on the use of the Alfresco scan system and the electronic PA process in PeopleSoft. Orients new OHR employees in the Records Team.

Answers team members' technical questions.

Serves as point person on the Records Team with regards to the transition from PeopleSoft to Workday.

Enters electronic documents into scan system.

Records management duties in regard to the retention of employee's personnel files and I-9 records

Processes all request for extension of disciplinary actions and investigatory leave that require the OHR Director's approval.

Responds to City Attorney and CORA requests.

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.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

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

Performs lead work.

By position, supervises clerical and/or technical staff.

Education Requirement

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

Experience Requirement

Three (3) years of experience in an administrative environment.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

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

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

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

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

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Oral Comprehension: Ability to discern the meaning of oral speech.

Sitting: Remaining in a stationary position.

Stooping: Positioning oneself low to the ground.

Talking: Communicating ideas or exchanging information.

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

Written Comprehension: Ability to discern the meaning of written words.

Background Check Requirement

Criminal Check

Employment Verification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-13

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.