DENVER
THE MILE HIGH CITY

Office of Human Resources
HR Technician I – CH2218

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General Statement of Duties

Provides support to City human resources functions. Performs entry-level HR functions relating to forms processing and data tracking. Orders supplies, answers phones, greets visitors and responds to general inquiries.

Distinguishing Characteristics

This class is part of the Human Resources Technician Functional Area and job series. This class performs entry-level technical support work in support of multiple human resources disciplines. Work may be guided by a supervisor or lead role. 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

Provides support for various Human Resources functions by assisting with the application process, interview scheduling, and paperwork processing.

Provides information and assistance to internal and external customers.

Provides front desk coverage for the HR Departments. Greets and assists new hires and seasoned employees with answering questions they may have, explaining rules and regulations, and advising them of the process they need to follow.

Prepares and maintains employee records including creating the employee's personnel, benefit and confidential files.

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

Assists our Legal Department with employee records, copies for Unemployment hearings, EEOC complaints and Grievances practices.

Balances and reconciles Invoices, Unemployment payments, and Pcards Reconciliation monthly. Processes and accounting records. Performs analysis to identify problems with the data and makes corrections.

Provides support for Interns, Volunteers and other contingent workers and exchanges written and verbal information that explains regulations, CSA policies and procedures.

Monitors and tracks employee data. Prepares permanent documentation involving transactions and situations that may involve highly sensitive data and confidential information. Researches, collects data and compiles statistics/reports using manual as well as electronic methods.

Assists in the ordering and preparation of pre-employment and post-employment background check reports; conducts ongoing audits and research associated with the accuracy of employee records.

Supports HR staff with special projects, researches information application of policies and procedures.

Corrects any errors/oversights.

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

None

Education & Experience Equivalency

None

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.):

Color vision: Ability to distinguish and identify different colors.
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.
Field of Vision: Ability to sharply detect or perceive objects peripherally.
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: Moving objects weighing no more than 10 pounds from one level to another.
Repetitive motions: Making frequent or continuous movements.
Sitting: Remaining in a stationary position.
Talking: Communicating ideas or exchanging information.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Background Check Requirement

Criminal Check

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-11
FLSA Code: N
Established Date: 9/21/2018
Established By: LS
Revised Date: 6/20/2025
Revised By: BM
Class History: 9/8/24 – Revised Job Family/Job Code; 6/20/25 - Removed Default Assessment Test per TA/HRTI audit.