

HUMAN RESOURCES TECHNICIAN I/II

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under the supervision of the Human Resources Administrator, provides technical, paraprofessional, and clerical support in a variety of areas related to human resources administration including recruitment and hiring, salary, benefits, payroll administration, workers compensation, safety, liability, and employee development; provides assistance to City employees and to the general public.

IDENTIFYING CHARACTERISTICS

Human Resources Technician I - This is the entry-level class in the Human Resources Technician series. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the journey level and exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. As experience is acquired, the employee performs with increasing independence and responsibility and is expected to be performing at the "II" or journey level within the prescribed time frame. Advancement to the "II" level is based on demonstrated proficiency in performing the full range of assigned duties, the completion of the minimum experience and education requirements for the "II" level and is at the discretion of higher level supervisory or management staff.

Human Resources Technician II – This is the full journey level class in the Human Resources Technician series characterized by the responsibility to perform work that requires the application of technical knowledge, procedures and standard practices related to personnel transactions, employee benefits transactions, recruitment and selection, training, employee relations, risk management programs and other Human Resources areas. Positions at this level are distinguished from the Human Resources Technician I level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative and receive only occasional instruction or assistance as new or unusual situations arise. Positions in this class series are flexibly staffed and positions at the journey level are normally filled by advancement from the Human Resources Technician I level.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Communicates with employees, supervisors, and managers regarding a wide variety of human resources issues; answers routine questions from candidates, general public and city employees related to job opportunities, employment procedures, benefits information, disability leave, leaves of absences, and policies, rules and regulations.
2. Performs administrative and technical work related to employee salary and benefits programs, answers questions regarding salary and benefits and trouble shoots problems; reviews, balances, and reconciles employee benefit records; assists in the development of new employee benefit plans and in the administration of current plans in accordance with City policies, MOU's, laws, and regulations; coordinates with finance department, insurance companies, and other benefit administrators; administers COBRA enrollments and prepares notices.

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3. Assists with recruitment and selection activities; develops advertisements, screens applications for minimum qualifications, proctors written exams, schedules and coordinates exam and interview activities; responds to general inquiries regarding application status, testing dates and sites.
4. Schedules, coordinates, and documents the completion of required pre-employment assessments; administers the hiring process; prepares related materials, equipment, and facilities as needed for new employee on-boarding; conducts new employee orientations; complete and track employee enrollment into various benefit programs, the Human Resource database system, various benefit carriers' websites and a wide variety of state or federal required websites; maintains confidential records.
5. Prepares, processes, and audits personnel transaction documents; assists with tracking and processing leaves of absence and workplace accommodations; monitors and coordinates the employee performance evaluation program; maintains and coordinates position control with finance department and budget staff.
6. Assists with coordinating Workers' Compensation claims with injured workers, supervisors, City finance department, City's third-party administrator and other related contractors; maintains files on Cal-OSHA injury and illness reports.
7. Assists with processing liability and property claims; logs and processes claims, monitors claim status, maintains files, prepares correspondence from template letters, and works with department representatives to gather and compile information.
8. Assists with tracking and coordinating City training programs including mandated training; prepares related materials, equipment, and facilities as needed for training.
9. Provides support for developing, implementing, and documenting employee safety programs to ensure compliance with laws and regulations; coordinates with departments and maintains documentation related to Department of Transportation (DOT) random drug testing schedule and testing procedures.
10. Researches, collects, organizes, and compiles data from a variety of sources; responds to requests for data from City departments, other agencies, and employers; may process employment verifications and related documents.
11. Participates with the updating of the Department Website.
12. Maintains personnel files, and a variety of personnel related files; performs general office duties; receives, compiles, and organizes information for the preparation of correspondence, documents, agendas, spreadsheets, and reports as assigned; maintains confidentiality of sensitive information and documents.
13. Types technical correspondence, memoranda, labels, contracts, legal documents, and reports; formats documents and checks drafts for punctuation, spelling and grammar; makes or suggests corrections to drafts; distributes copies of materials.
14. Stays abreast of related trends, laws, and regulations.
15. Performs a variety of routine accounting related duties including processing purchase orders and receiving and coding invoices; maintains inventory and stock of office supplies for the assigned area.
16. Participates in special projects, and performs other duties as assigned.

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QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Principles, practices, methods, and techniques used in Human Resources administration.
Correct English usage, spelling, grammar, and punctuation.
Employment recruiting and examination techniques and procedures; best practices and techniques related to recruitment and selection, pre-placement and hiring.
Record keeping principles and procedures.
Business mathematics and statistics and data collection
Windows-based computer operating system at an intermediate or greater level including but not limited to Microsoft Word, Excel, Outlook.
Business letter writing and basic report preparation in a Windows-based computer office environment.
Principles and procedures of record keeping, tracking and maintenance.
Principles and techniques used in dealing with the public.

Ability to:

Interpret, apply and explain Federal and State laws, city rules, policies and procedures.
Organize, prioritize, and effectively coordinate a wide variety of activities.
Perform complex clerical work accurately while handling multiple activities simultaneously; work effectively under pressure of deadlines and frequent interruption.
Exercise independent judgment and initiative in the performance of general technical and clerical work while recognizing the limits of authority in referring complex matters to higher level staff.
Prioritize work and coordinate multiple activities. assess a situation and determine appropriate course of action; project a calm and reasoning demeanor while dealing with difficult situations and upset people; adapt quickly to a variety of personalities and situations.
Understand and follow oral and written instructions.
Maintain confidentiality of sensitive information and documents.
Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
Compile and maintain records.
Communicate clearly and concisely, both orally and in writing; effectively interact with the public to resolve complaints and process information requests.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Human Resources Technician I

Education/Training:

Equivalent to an Associate's degree with course work in human resources or a closely related field. Specialized training in public Human Resources administration is highly desirable.

Experience:

Three years of clerical, office support, and/or customer service experience preferably in a public agency or similar office.

Human Resources Technician II

Education/Training:

Equivalent to an Associate's degree with course work in human resources or a closely related field. Specialized training in public Human Resources administration is highly desirable.

Experience:

Two (2) years of work experience performing increasingly responsible duties in a position equivalent to Human Resources Technician I in the City of Suisun.

Substitution:

Additional directly related experience may substitute for the required education on a year for year basis. 30 semester/45 quarter units is equivalent to one year of experience.

License/Certificates:

Possession of a valid California Class C driver's license is required by the time of hire.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office environment; may be required to attend meetings outside of standard working hours.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

FLSA	Non-Exempt
Bargaining Unit	Confidential
Benefits Group	SCEA
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