

HUMAN RESOURCES SPECIALIST

DEFINITION

Under general supervision, coordinates and administers assigned human resources programs including recruitment and selection, employee benefits administration, leave of absence administration, job analysis and classification, compensation, workers' compensation, safety, performance management, and general human resources administration; coordinates and serves as a liaison for assigned programs, projects, and activities with other Santa Clara County Housing Authority (Agency) departments, outside agencies, and the general public; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Human Resources Manager. Exercises no supervision of staff.

CLASS CHARACTERISTICS

Incumbents at this level are capable of performing the full range of duties in support of assigned human resources programs such as recruitment and selection, classification, compensation, benefits administration, leave of absence administration, performance management, safety, and/or worker's compensation, in addition to performing a variety of record-keeping, administrative, and technical support activities. The work has technical and programmatic aspects, requiring the interpretation and application of policies, procedures, and regulations and involving frequent contact with staff and the public, as well as performing various research functions. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility and function with a high degree of independent judgment and initiative.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Coordinates the recruitment and selection process, including preparing and posting job announcements, screening applications/resumes, scheduling interviews, administering and overseeing the testing process, conducting employment reference and background checks, negotiating job offers, preparing offer letters, initiating the on-boarding process, and preparing and conducting new hire orientations.
- Processes all personnel actions such as new hires, promotions, terminations, resignations, and retirements.
- Administers multi-tiered employee benefits programs that include plans such as retirement, long-term disability, health, life, dental, vision, employee assistance program, and workers' compensation; coordinates open enrollment; audits benefits programs, policies, and processes; develops recommendations for process improvements and to ensure compliance with regulatory requirements.
- Responds to employee and retiree questions and complaints, and may interface with medical insurance providers and insurance representatives.
- Coordinates employee exit process including conducting and providing required paperwork.
- Administers the workers' compensation claims management function; processes insurance claims submitted; monitors accepted claims prior to closure; provides information to claimants, attorneys, and workers' compensation carrier; assists employees in resolving issues related to workers' compensation, safety, and health; maintains accurate databases; prepares reports and other related documentation.
- Administers leave of absence programs ensuring legal compliance; reviews leave of absence requests; makes recommendations and develops employer response; interprets human resources policies and procedures with regards to benefits and paid and unpaid time off options for employees; educates employees and managers on policy and legal compliance regarding leaves of absence.
- Collects and compiles human resources data; prepares or assists in the preparation of monthly, quarterly, and year-end human resources, legal, summary, and technical reports, as directed.
- Composes, types, edits, and proofreads a variety of human resources documents, including forms, memos, administrative, statistical, financial, and staff reports, and correspondence for department management and staff; inputs and retrieves data; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections.

- Prepares a variety of labor reports and correspondence, and provides support for employee and labor relations activities; interprets personnel policies and procedures, and memorandum of understandings; may work with management or assist in the resolution of grievances, disputes, to resolve employee performance and conduct issues.
- Maintains and trouble-shoots the Human Resources Information System (HRIS) database; prepares and maintains employment files in accordance with state and federal requirements.
- Coordinates with temporary agencies and supervisors in the placement of temporary workers for short-term assignments, and follows up with supervisors to ensure the temporary worker is providing the necessary skill set; receives, codes, and processes monthly temporary agency invoices for approval and payment; may negotiate buy-out of contract and/or direct hire fees.
- Assists with or administers special human resources programs such as the Department of Motor Vehicle (DMV) Pull Notice, bilingual, performance management, and education assistance and tuition reimbursement programs.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

An associate degree in human resources management or related field; and three (3) years of increasingly responsible experience administering or supporting the administration of human resources programs.

Licenses and Certifications:

Possession of or the ability to obtain and retain a valid California Driver License and a driving record acceptable to the Agency.

Knowledge of:

- Principles and practices of human resources, including recruitment and selection, employee benefits administration, job analysis and classification, compensation, employee training and development, workers' compensation, performance management, and general human resources administration.
- Applicable federal, state, and local laws and Agency resolutions, policies, and procedures relevant to assigned area of responsibility, including employee leaves of absence.
- Business letter writing and standard formats for reports and correspondence.
- Principles and practices of research, data collection, and report preparation.
- Record-keeping principles and procedures.
- Business mathematics and basic statistical techniques.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment and computer applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:

- Interpret, apply, and explain federal, state, and local laws and regulations, and policies, procedures, and practices of human resources administration.
- Coordinate and administer effective human resources programs.
- Research, interpret, summarize, and present administrative and programmatic information and data in an effective manner.
- Understand the organization and operation of the Agency and of outside agencies as necessary to assume assigned responsibilities.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical, financial, and statistical computations.
- Effectively represent the Unit and the Agency in meetings with other staff, outside agencies, community groups, and the public.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.

- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.