

## **HUMAN RESOURCES TECHNICIAN NON-EXEMPT (HOURLY)**

### **DEFINITION:**

Under general supervision of the Human Resources Manager, performs a variety of responsible technical, advanced clerical, and routine administrative and programmatic activities and functions in the specialized areas of recruitment and selection, classification and compensation, benefits administration, employer compliance, employment data and records, employee relations, labor relations, labor negotiations, comparability surveys for wages and other terms and conditions of employment, workers' compensation, safety and wellness, training, human resources information systems; and performs other duties as assigned such as coordinator of the City's "Volunteer Saratoga!" program.

### **DISTINGUISHING CHARACTERISTICS**

The Human Resources Technician is a paraprofessional classification responsible for performing a full range of duties and responsibilities with minimal supervision and instruction and a high degree of confidentiality. Incumbents are required to have knowledge of the laws that impact Human Resources and possess good problem solving, analytical, attention to detail, and organizational skills, and exercise sound judgment within established guidelines. Incumbents are required to attain knowledge of, understand, and be able to explain City policies and procedures.

The Human Resources Technician is a designated confidential position as the incumbent is privy to management decisions, meeting and conferring duties, grievance administration, and related confidential information regarding labor relations and employer/employee relations.

### **ESSENTIAL JOB FUNCTIONS:**

*(May include, but are not limited to, the following):*

- Performs complex technical, administrative, and clerical duties in support of the City's human resources, labor relations, and workers' compensation programs.
- Assists in the preparation for meeting and conferring on wages, hours, and other terms and conditions of employment for the City to conduct effective collective bargaining.
- Ensures compliance with negotiated memorandum of understanding (MOU).
- Provides support for negotiation activities, performs research related to salary and benefits analyses, assists in the preparation of proposals as part of the collective bargaining process, and participates in meeting and conferring sessions and strategy sessions as needed.
- Designs and maintains various record keeping systems and prepares technical reports; independently completes special projects and assignments.

- Serves as a resource and provides information to the public, other agencies and City staff, requiring the use of judgment and the accurate interpretation of policies, laws, regulations, rules, and procedures in the performance of assigned duties.
- Acts as a lead worker to and trains assigned clerical staff; coordinates and monitors work assignments; provides input on employee performance.
- Coordinates various human resources programs and activities, such as the Department of Justice fingerprinting process, DMV Pull, workers' compensation, and "Volunteer Saratoga!" programs.
- Conducts or coordinates a variety of processes related to employment including reference and driver's license checks, medical exams, background investigations, and makes recommendations to the hiring authority based on the findings;
- Develops and maintains human resources documents, procedures and forms; assists in the development of policies, rules and procedures; and performs analyses and research at the paraprofessional level to support human resources and labor relations.
- Assists with the development of job descriptions.
- Assists in processing short-term or long-term disability claims, employee leaves including Family Medical Leave Act (FMLA) and California Family Rights Act (CFRA), and coordinating and processing reasonable accommodations or modified work requests.
- Assists in developing reports, responses, agenda entries, or resolutions for City Council meetings.
- Performs a variety of general office support duties such as composes, types and proofreads letters and other documents for accuracy, completeness and compliance with policies, laws and other regulations; maintains automated and manual files and records; performs scanning, indexing and filing of confidential HR documents, including personnel files and labor relations files; performs data collection, entry and analysis; prepares periodic and special reports; makes copies; mail distribution, invoice and purchase order processing, files management, and answers telephone and in-person inquiries.
- Schedules, coordinates and prepares materials for new employee orientation sessions.
- Coordinates meetings; secures meeting rooms; schedules and sets up meeting rooms, facilities and supplies.
- Acts as the webmaster of the Human Resources Division's section of the City's website; converts documents from software applications to PDF files and utilizes web management software to make necessary updates and additions; ensures accuracy and timeliness of information placed on the website; posts updated information, such as job specifications, salary information and other employment-related information on the website.
- Coordinates and/or conducts surveys; collects and prepares summary reports; provides data in response to surveys; utilizes online survey programs to collect data and create reports.

- Assists with gathering information in response to Public Records Act requests and with preparing responses.
- Effectively handles and prioritizes multiple assignments; works in a fast-paced environment with frequent interruptions.
- Works with a variety of diverse employees and residents in a tactful, professional, and effective manner.
- Establishes and maintains positive working relationships with the public, coworkers and other City employees using principles of exceptional customer service.
- May serve as the Human Resources Division representative on committees and task forces; takes meeting minutes, including minutes of meetings when meeting and conferring with labor unions.
- May assist with presentations and training sessions related to human resources and compliance functions.
- May coordinate projects or special events relating to division programs.
- Perform other duties as assigned or requested.

Recruitment/Classification; may also perform any combination of the following:

- Assists in the planning and coordination of the City's recruitment and selection processes; monitors and tracks current recruitment plans in order to meet timelines; may consult with department personnel to develop recruitment strategies and selection procedures for more routine recruitments; prepares job announcements; coordinates and places advertisements; develops brochures and other recruitment materials; performs application screening; coordinates testing processes; advises and monitors exam raters on selection and testing methods; proctors examination processes; and, represents the City at community outreach events.
- Acts as the primary administrator of the computerized applicant tracking system; provides technical assistance and support for users; troubleshoots basic user technical problems and provides training to users; ensures accuracy and timeliness of information placed on computerized applicant tracking system; posts job announcements; and utilizes online programs to collect data and generate reports.
- Computes examination scores of applicants from various stages of testing; assembles and maintains recruitment records in accordance with City policy, rules and regulations.
- Coordinates the dispersal of information to applicants regarding job openings, the application process, testing, scores and final selections.
- Monitors and tracks advertising costs and other recruitment related expenses; monitors and tracks budget;
- Assists Human Resources Manager in researching and assembling information for classification and compensation studies, including gathering information, surveying other agencies, conducting and responding to salary surveys for

classification and compensation reviews, and preparing summaries of information; and assists in the maintenance of classification and compensation plans.

Employee Benefits; may also perform any combination of the following:

- Provides information regarding employee benefits; conducts new employee benefits orientation; prepares, processes, and coordinates benefit enrollment forms and benefit changes for employees and retirees in accordance with established policies, procedures, state and federal laws, and applicable Memorandum of Understandings.
- Performs specialized technical and highly detailed work in the preparation, review, verification and processing of employee records.
- Compiles, researches, and prepares a variety of periodic and special reports.
- Initiates and verifies personnel action documents related to employee status changes, including new hires, salary increases, work out-of-class, promotions, transfers, and separations, and inputs data into the automated HRIS system.
- Coordinates open enrollment activities.
- Develops, recommends, implements, and maintains standard desk operating procedures.
- Audits, reconciles and processes information.

Employee Relations/Training; may also perform any combination of the following:

- Assists in the planning, design and coordination of the City-wide employee training program; develops and prepares training materials; develops, maintains and distributes the training calendar; coordinates and schedules employee training registration; maintains training records; and prepares training facilities and equipment for training sessions.
- Gathers information and documents in support of employee relations activities, such as disciplinary actions and investigations; provides administrative and clerical support, scheduling interviews, and coordinating distribution of notices.
- Compiles and organizes documents and other information for administrative responses to agencies and for meetings.
- Maintains a variety of databases, logs, and summaries related to information such as meeting and conferring with labor unions, employee performance evaluations, training records, harassment and discrimination complaints, equal employment opportunity reports, and disciplinary actions; prepares periodic and/or special reports.
- Acts as administrator of the computerized performance evaluation tracking system; generates statistical reports; provides technical assistance and support for users; troubleshoots basic user technical problems and provides training to users; ensures accuracy and timeliness of information entered and maintained on

computerized performance evaluation tracking system; ensures timeliness of the full performance evaluation process on an ongoing basis.

#### MINIMUM QUALIFICATIONS:

##### **Education and Experience**

Completion of a Bachelor's degree and three (3) years progressively responsible human resources experience with major course work in human resources management, labor relations, or a related field OR an Associate of Arts degree and five (5) years progressively responsible human resources experience which would indicate possession of the required knowledge, skills, and abilities for this position.

##### **Knowledge:**

- Basics of major federal laws impacting Human Resources, including those laws dealing with equal employment opportunity, FMLA leaves, wage issues, and benefits, including Affordable Care Act.
- Basics of major state laws including FEHA, CFRA, PERS and applicable Government Code.
- Principles and practices of human resources administration.
- Office practices, methods and equipment, including computers, HRIS, and Microsoft Office Suite (Outlook, Word, and Excel).
- Research methodologies, data collection, and analysis in order to summarize information in an optimal format to maximize the content conveyed with ease of comprehension.
- Basic arithmetic and statistics.
- Project management and organization.
- Correct business English usage for written communication.
- Recordkeeping, alpha-numeric filing and other database filing practices and procedures.

##### **Ability to:**

- Perform a full range of technical and routine administrative and programmatic work of a specialized nature involving the use of independent judgment and initiative.
- Perform advanced clerical duties in an efficient and accurate manner.
- Comprehend, apply, and explain rules, regulations, policies, and procedures.
- Comprehend and explain employee benefit information.
- Compile, organize, analyze, and summarize information.
- Plan, organize, and prioritize work.
- Meet priorities and deadlines.
- Work independently and exercise personal initiative.

- Communicate clearly and concisely, both orally and in writing.
- Prepare emails, reports, correspondence and memoranda.
- Maintain accurate, organized, confidential, and complete employee and labor relations records.
- Implement and maintain standard filing systems.
- Type and/or enter data, documents, and bargaining proposals efficiently, proficiently and accurately.
- Work with frequent interruptions and a high degree of employee and public contact.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Review situations and determine appropriate action according to established guidelines.
- Engage in basic assistance with employee coaching, counseling, performance improvement, and discipline.
- Answer employee questions or concerns regarding benefits; provide correct forms and documents.
- Secure and maintain personnel, medical, and workers' compensation files.
- Complete required government forms and reports.
- Perform a full range of duties and responsibilities with minimal supervision and instruction and maintain a high degree of confidentiality of all information.
- Attain knowledge of City policies, procedures, and MOUs.
- Demonstrate good problem solving, analytical, attention to detail, and organizational skills.
- Exercise sound judgment and decision making within established guidelines.
- Learn more complex principles, practices, techniques and regulations pertaining to assigned duties.
- Analyze technical human resources and labor relations issues, and develop and propose recommendations for appropriate action.
- Efficiently coordinate multiple projects under the pressure of deadlines and ability to shift priorities.
- Act as a lead worker and train assigned support staff.
- Work as a member of a team as well as being able to work independently.
- Troubleshoot and resolve issues.
- Read, interpret and record a variety of data, including data related to recruitment, classification, employee relations, labor relations, bargaining, grievances, training, personnel action forms, payroll and/or benefits.
- Follow written and oral directions.
- Observe safety principles and work in a safe manner.

**License/Certificate:**

- Possession and continued maintenance of a valid class C California driver's license and a safe driving record.

## **WORKING CONDITIONS**

Position requires prolonged sitting and frequent standing, walking, reaching, twisting, and turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires frequent grasping and prolonged repetitive hand movement and fine coordination in using a computer keyboard. Additionally, the position requires the ability to review, comprehend, and respond to written reports and work-related documents and requires the ability to process information in person and over the telephone and respond to requests. The need to lift, drag and push files, paper and documents weighing up to 25 pounds also is required.

Otherwise qualified individuals requiring accommodation(s) may contact the Human Resources Manager to request accommodation(s).