

City of Imperial Beach
POSITION DESCRIPTION

Title: Human Resources Technician
Department: City Manager/Personnel
Division: Personnel

GENERAL PURPOSE

Under general supervision, performs a variety of technical and administrative activities in support of the City's recruitment, selection, employment, compensation, benefits, and employee relation functions, and related duties as assigned. May exercise technical supervision over clerical, temporary or volunteer staff.

DISTINGUISHING CHARACTERISTICS

Human Resources Technician is an entry level position that performs a variety of semi-skilled and skilled administrative and technical duties in support of the Personnel Department, Personnel Services Assistant, and Assistant City Manager/Personnel Director. This level is distinguished from the Personnel Services Assistant position which has analytical and supervisory responsibilities, and higher level technical and program responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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.

Recruitment, Staffing, and Selection

Assist in the recruitment and selection of job applicants; prepare and coordinate advertising material and job announcements for publications, newspapers, job circulars and other listings; distribute and post job announcements; communicate job openings to all departments; post job announcements to the City's web site; update and record City's job line; respond to requests for information regarding job openings; order written examinations; schedule, proctor, and score examinations as needed; compose applicant correspondence; participate in updating interview questions and oral interview grading sheets; maintain recruitment files; establish eligibility lists; coordinate final selection of candidates; screen applicants for basic compliance with position requirements; schedule oral board interviews and final selection interviews; schedule facilities for examinations and interviews; verify employment references; coordinate appointments for new employee medical examinations and fingerprint processing; conduct new employee orientations; coordinate and arrange temporary employment and workfare personnel placements for City departments.

Benefit Administration

Respond to employee questions and inquiries regarding benefits; assist in the administration of the City's insurance programs including the open enrollment health

City of Imperial Beach
Human Resources Technician
Page 2

fair; complete all required insurance forms; assist employees in completing necessary forms; explain coverage and programs; act on behalf of individual employees to resolve issues with insurance/benefit providers; assist with workers' compensation claims; process appropriate forms, and coordinate activities with related departments and/or outside agencies.

Research

Conduct, study and respond to surveys on personnel practices, policies, position classifications, salary and benefit compensation and programs, and other related matters as assigned. Perform data entry and prepare related reports; prepare and maintain a variety of files, logs, and records.

General Personnel Administration

Assist in the development and implementation of systems and procedures pertaining to human resource functions and operations; recommend and make updates to employee handbooks, policies, and procedures; provide information and assistance to City employees and the general public regarding human resources activities; maintain and update the City's participation in regional salary and comp data base; compose and type letters, memoranda, and other correspondence related to assigned personnel programs and activities; maintain accurate and confidential personnel files and records; represent the City at job fairs as needed; participate in regional professional associations and attend association meetings and other employment related functions.

Serve as point of contact for monitoring and performing corrections to the department's computer system; input and revise data; maintain databases and tables; identify and develop queries; run reports as requested; troubleshoot problems and advises IT Department as appropriate; and provide ongoing training and support to other users as necessary.

Assist in coordinating the annual employee appreciation service award celebration, City's cable television government channel community calendar, City's tuition reimbursement program, and computer loan program. May assist in monitoring and preparing departmental budget.

Other Duties and Assignments

Perform a wide variety of customer service and office support functions to include responding to inquiries and assist in resolving routine problems or complaints; provide general information and assistance to the public; perform general clerical duties including typing, filing and processing mail; processing invoices for payment, inputting and tracking work orders, operate a variety of office machines; provide public counter and telephone coverage for a variety of City services; and order office supplies and materials.

City of Imperial Beach
Human Resources Technician
Page 3

Perform other duties of similar nature or level as assigned.

DESIRED MINIMUM QUALIFICATIONS

To perform a job in this classification, an individual must be able to perform the essential duties as generally described in this specification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties in this specification. The requirements listed below are representative of the knowledge, skills and/or abilities required.

Knowledge of

Basic understanding of methods and principles of employee classification, compensation and benefits, recruitment and selection, training, labor relations, human resources administration and functions, data collection and survey methods; filing and record keeping; pertinent Federal, State, and local laws, codes, and regulations.

Modern office practices and procedures; basic knowledge of accounting principles and practices; basic principles of business mathematics, basic letter writing and report preparation; basic methods and techniques of public speaking; knowledge of methods and equipment such as computers and applicable software applications, including Microsoft Office programs: Word, Excel, Outlook, Publisher, and PowerPoint.

Ability to

Exercise good judgment and confidentiality in maintaining critical and sensitive information; interpret and apply policies and procedures, labor agreements, benefit standards, laws and regulations; maintain and update accurate and confidential records and files; respond to requests and inquiries from City employees and the general public; explain and interpret human resources procedures, policies, and rules; research and respond to requests for information; research, compile, analyze, and interpret data; understand, interpret, and apply general and specific administrative and departmental policies and procedures; effectively represent the City to employees and outside individuals and agencies; interpret and apply applicable Federal, State, local policies, laws and regulations; stay abreast of new trends and innovations in field of human resources.

Perform a full range of technical, advanced clerical and routine administrative work involving the use of independent judgment, flexibility, creativity, sensitivity, and personal initiative; work independently and efficiently to carry out assignments; work under steady pressure with frequent interruptions and a high degree of public contact by phone, email or in person; organize duties to meet priorities and deadlines, coordinate projects, and adapt to changing priorities; work cooperatively with other departments;

City of Imperial Beach
Human Resources Technician
Page 4

understand and carry out oral and written instruction; communicate clearly and concisely, both orally and in writing; establish and maintain effective relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to education and experience that would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Education

Equivalent to an associate's degree from an accredited college or university with major course work in human resources management, business administration, public administration, or a related field; and

Training and Experience

Two years of progressively responsible technical level experience in support of human resource programs, preferably in a governmental or municipal setting. Additional equivalent experience in the human resources field may be substituted on a one for one basis for up to two years of college level course work.

Licensing Requirements

Possession of a valid "C" California driver's license with a satisfactory driving record.

WORK AND PHYSICAL 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

The employee works under typical open office conditions, and the noise level is usually quiet to moderate. Work environment is both formal and informal, team oriented, with variable tasks, pace and pressure.

Physical

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel or operate objects, tools, or controls; reach with hands and arms; must occasionally lift, carry, push, pull or move objects up to 25 pounds. Incumbents require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of a personal computer and keyboard.

City of Imperial Beach
Human Resources Technician
Page 5

Vision

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate equipment.

Hearing

Hear in the normal audio range with or without correction.

TOOLS AND EQUIPMENT

Basic office equipment, including office telephone, personal computer, printer, 10-key calculator, facsimile, copier, and postage machine.