

## **Human Resources Technician**

### **Definition**

Under general supervision, performs a variety of technical and administrative support duties in the Human Resources and Risk Management Division. Responsibilities include recruitment and selection, employee benefits enrollment, leave administration, personnel records maintenance, and training and development. This position requires a high level of confidentiality and provides technical assistance to City staff and the public.

### **DISTINGUISHING CHARACTERISTICS**

The **Human Resources Technician** is a technical, paraprofessional classification. It is distinguished from professional-level classifications, such as the Human Resources Analyst/Senior Human Resources Analyst, by its focus on performing specialized administrative and technical support activities rather than complex program management or city-wide policy development. While a Human Resources Analyst/Senior Analyst is responsible for independent decision-making in program coordination and serving as a strategic advisor to management, the Human Resources Technician provides the foundational technical support required for recruitment, benefits processing, and records maintenance under established procedures.

### **Essential Job Functions**

**Recruitment & Selection:** Supports the [recruitment process](#) by drafting job announcements, coordinating advertisements, screening applications, proctoring exams, and scheduling interviews.

**Benefits & Leaves:** Conducts new employee orientations and processes enrollments in health, dental, and vision plans; monitors eligibility under [FMLA/CFRA](#) and ACA provisions.

**Personnel Records:** Processes personnel action forms (PAFs) in the HRIS for appointments, assignments, and transfers; maintains accurate employee records and provides employment verifications.

**Risk Management Assistance:** Assists with Workers' Compensation claims and general liability reporting, coordinating with third-party administrators and injured workers.

**Policy Support:** Interprets and explains Memoranda of Understanding (MOUs), Administrative Code, and City policies to employees and the public.

**Administrative Support:** Composes and proofreads correspondence; schedules meetings and travel; assists in preparing Professional Service Agreements (PSA) and vendor contracts.

**Disaster Service:** In accordance with California Government Code Section 3100, incumbents are considered disaster service workers and must be available for call-back during major emergencies or disasters.

## **EXAMPLES OF DUTIES**

### **Technical Recruitment Support:**

Prepares and posts job announcements to various online job boards, social media, and professional publications; monitors application flow within the Applicant Tracking System (ATS).

Performs initial screen of applications for minimum qualifications; coordinates the mailing of notices to candidates regarding application status.

Coordinates logistics for oral board interviews, including securing raters, preparing interview packets, and ensuring a professional environment for candidates.

Proctors written and performance examinations; ensures testing materials are secured and scored accurately.

### **Benefits & Personnel Administration:**

Organizes and conducts new hire orientation sessions; ensures all required tax, retirement, and policy forms are completed and filed.

Enters and audits data in the HRIS/ERP system to ensure accurate processing of step increases, promotions, and benefit changes.

Monitors and tracks employee leaves of absence; prepares correspondence regarding FMLA/CFRA eligibility and coordinates with payroll on leave status.

Responds to routine inquiries from employees and the public regarding employment opportunities, benefit plans, and general HR procedures.

Coordinates the scheduling of pre-employment physicals, drug screens, and background checks; tracks results to ensure compliance with City standards.

### **General Administrative & Records Support:**

Maintains official personnel, medical, and recruitment files in compliance with records retention schedules and privacy laws.

Compiles data for annual salary surveys or EEO-1 reporting as directed by professional staff.

Processes invoices for HR vendors and maintains tracking logs for the division budget.

### **Minimum Qualifications**

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

*Any combination of training and experience which would provide the required knowledge and abilities is qualifying. A typical way to obtain this required knowledge would be:*

**Education:** Equivalent to an Associate of Arts degree from an accredited college with major coursework in human resources, business administration, or a related field.

**Experience:** Three (3) years of progressively responsible administrative experience, preferably in a public sector human resources environment.

Note: A bachelor's degree in Business Administration, Public Administration or Human Resources may be substituted for up to two (2) year of experience.

**Licenses:** Possession of a valid [California driver's license](#) and an acceptable driving record.

## **Knowledge and Skills**

**Knowledge of:** Basic principles of [public personnel administration](#); recruitment and testing techniques; HRIS and applicant tracking systems; and standard English usage.

**Skill in:** Composing technical correspondence; performing math for salary/benefit calculations; and establishing effective working relationships with various City departments.

## **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 accommodation may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office environment with extensive public contact and constant interruptions.

**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; to travel to other locations using various modes of private and commercial transportation; 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.

Approved by the Civil Service Board:

Approved by the City Council: