

**CLASS SPECIFICATION**  
**Human Resources Technician**

FLSA Status: Covered  
Union Representation: Nonrepresented

**GENERAL PURPOSE**

Under general supervision, performs a variety of responsible paraprofessional, technical and administrative activities in support of the City's human resource management programs; provides technical assistance to human resource staff, applicants and employees in the daily procedural and administrative functions of a human resources program; researches, compiles and summarizes data; initiates and prepares personnel actions; answers and refers questions and inquiries; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Human Resources Technicians are responsible for providing technical and administrative support to recruitment, selection, labor/employee relations, employee development, site team, classification, compensation, benefits and affirmative action activities, or other specialty areas of human resources programs. Positions assigned to this class receive training in the policies, procedures and techniques used. After training, positions assigned to this class are expected to make routine decisions consistent with the appropriate policies, procedures and techniques of the human resource function assigned. Supervision is received from a higher-level human resource professional who reviews work for accuracy, technical adequacy and timeliness both while in progress and upon completion.

Human Resources Technician is distinguished from Human Resources Analyst in that incumbents in the former class perform more routine and process related assignments.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Provides confidential administrative support to a work unit with the Bureau of Human Resources; types and drafts memoranda, correspondence, reports, contracts, agreements, presentation and overhead materials, forms, bureau manuals, technical reports, mailing and contact lists, and public announcements and other documents ranging from routine to complex; types from drafts, notes, dictation or brief oral instructions, using word processing software; proofreads and checks typed and other materials for accuracy, completeness and compliance with City and bureau standards, policies and procedures; ensures materials, reports and documents for signature are accurate and complete; develops, revises and maintains master documents, templates and forms and maintains and enters a variety of data in databases and spreadsheets; composes correspondence, reports and informational

materials; copies reports and documents for internal and external distribution; sends and receives faxes.

2. Maintains manager's or team members' calendars; coordinates, arranges and confirms meetings; prepares agendas; arranges for meeting setup and refreshments; assembles materials; attends meetings, takes notes and transcribes minutes; sends out notices for meetings, events and training classes; screens requests for appointments; creates and maintains event and training calendars; registers students or meeting participants; schedules and coordinates training or special events.
3. Receives and screens visitors and telephone calls, providing information and handling issues that may require sensitivity and the use of sound independent judgment; conducts research, responds to requests for information and complaints from managers, employees and the public, refers the request or complaint to appropriate staff and/or takes recommended action to resolve the issue; reviews, determines the priority and routes incoming correspondence; explains policies, procedures and regulations to City employees, staff and the public in assigned areas of responsibility.
4. Prepares technical worksheets, tables and computations; establishes and maintains systems and databases for tracking information on pending projects, budget expenditures, grievances, work requests and services, and similar actions; runs established reports and develops new queries and reports; export/import data to Excel, Access or other software programs to meet needs.
5. Researches and assembles information from a variety of sources for the preparation of records and reports; makes arithmetic or statistical calculations; organizes and maintains office files; archives bureau records and files; assists staff in locating files and records; ensures files are imaged into the bureau imaging system; conducts special studies and recommends procedural or other changes to achieve greater productivity and/or to comply with new work requirements.
6. Provides guidance to other staff on City administrative methods and practices and techniques, and advanced uses of word processing, graphics, database and other software programs.
7. Responds to requests for salary and benefit survey data; conducts salary and benefit surveys; contacts comparable employers or searches websites to obtain data; and summarizes data.
8. Reads, understands and applies labor contracts and human resources rules and policies, responds to routine questions.
9. Attends to a variety of office administrative details; establishes and maintains confidential, subject, project, and specialized files; creates and maintains contract files; orders and disburses supplies; keeps reference documents up to date and orders new resource materials.
10. Assists with administering City equal employment opportunity, affirmative action and Americans with Disabilities Act policies and programs; prepares a variety of reports related to equal employment opportunity, affirmative action and with the Americans with Disabilities Act; generates and compiles statistical reports; maintains the affirmative action/equal employment opportunity data base.

11. Assists with recruitments by researching and placing advertisements; assists with setting up, responding to questions and distributing materials at job fairs.
12. Provides administrative support to the Civil Service Board (CSB) by responding to inquires of appellants, attorneys and city representatives regarding CSB procedures and rules governing appeals and hearings; scheduling, organizing and attending CSB meetings and hearings; compiling and distributing hearing exhibit books; making audio tapes of all hearings; maintaining records; and tracking appeals.
13. Under direction conducts program related research and studies including surveys of practices in other jurisdictions.
14. Assists in maintaining the bureau's website by delivering web publishable bureau information to the webmaster for input onto the bureau website.
15. Serves on and attends City and bureau committees and meetings.

#### **OTHER DUTIES**

1. Coordinates work and participates on projects with other human resources technicians.
2. May provide lead work direction and guidance in training temporary and seasonal employees, or interns; provides backup for other human resources technicians.
3. Assists with specialized bureau-specific recruitment programs.
4. Conducts special projects related to work unit administrative services.

#### **MINIMUM QUALIFICATIONS**

##### **Knowledge of:**

1. Office administrative and management practices and procedures, including record keeping and filing.
2. Principles and practices of effective business communication; basic report writing methods and techniques; correct English usage, including spelling, grammar and punctuation.
3. Computer equipment and advanced uses of word processing, spreadsheet, power point, graphics, database and other software.
4. Basic research and data collection techniques, methods and procedures.
5. Basic functions of public agencies and organization of the City.

6. City human resources policies and labor contract provisions.
7. General concepts and methods of statistics.

**Ability to:**

1. Operate computer, word processing, spreadsheet and database software and other standard office equipment.
2. Prepare clear, concise, and accurate correspondence, documents, reports and other written materials; make arrangements from brief instructions; take minutes at meetings.
3. Collect, organize and compile reports on information and data.
4. Prepare and maintain a variety of records.
5. Type accurately at a speed necessary to meet the requirements of the position.
6. Read, understand, interpret, apply, explain and reach sound decisions in accordance with laws, regulations, rules, contracts, procedures and policies.
7. Exercise independent judgment and initiative within established guidelines.
8. Organize, set priorities, schedule assigned work, and exercise sound independent judgment within areas of responsibility; manage multiple and rapidly changing priorities.
9. Communicate clearly and effectively orally and in writing.
10. Maintain confidential and sensitive information.
11. Exercise tact, discretion and diplomacy in dealing with sensitive, complex and confidential human resource issues and employee situations.
12. Establish and maintain effective working relationships with bureau and City managers and supervisors, employees, employee and community organizations and others encountered in the course of work.
13. Organize, research and maintain complex and confidential office files.
14. Coordinate and facilitate meetings and special events.

**Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and five years of increasingly responsible office administrative or secretarial experience preferably with some class work or experience in human resources; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

A valid state driver's license may be required for certain assignments.

**PHYSICAL AND MENTAL DEMANDS**

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

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**Class History:**

Adopted: 02-25-04

Revised: 10-06-04 FLSA Status changed to Covered

June 2009 - Change Job Class number from 7251 to 30000520, due to system change.