

CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION

TITLE: SENIOR HUMAN RESOURCES TECHNICIAN (JOB CODE 747)

<u>DEPARTMENT</u>	<u>ACCOUNTABLE TO</u>	<u>FLSA STATUS</u>
<u>Human Resources</u>	<u>Varies</u>	<u>Non-Exempt</u>

CLASS SUMMARY Description

This is the highest level paraprofessional confidential position in the Human Resources Technician series requiring the frequent use of independent judgment. Incumbents function in a lead capacity performing the most difficult and complex duties requiring the frequent use of independent judgment and interpretive ability related to research, analysis, and report preparation. An incumbent in this classification performs work of a varied and responsible nature under general supervision with full responsibility for the follow-through on details on a significant number of assigned projects related to the functions of the Human Resources Department. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Graduation from high school or possession of a GED; **and**
- Three (3) years of experience in technical human resources work involving the recruitment and selection of employees, maintenance of classification and pay plans, or coordination of workers' compensation and benefits programs.
- Computer proficiency in Microsoft Word and Excel is required.

ACCEPTABLE SUBSTITUTION

- College education in public personnel administration, human resources administration, or equivalent major in an accredited college or university may be substituted at the rate of one year of education (30 semester units or equivalent) for a maximum of two (2) years of the required experience.

DESIRABLE QUALIFICATIONS

- Experience with database software (e.g., Microsoft Access), Applicant Tracking software, and/or Human Resources Management Information Systems (HRIS) are desirable.
- Bachelor's Degree in Human Resources, Business Administration, or closely related field is desirable.

LICENSES/CERTIFICATES

- Possession of a valid California Class C driver's license is required at time of appointment.

DISTINGUISHING CHARACTERISTICS

This is the journey level class in the Human Resources Technician classification series responsible for performing the full range of professional support for an assigned operation and/or program area. Incumbents work under general supervision and are expected to work independently and exercise judgment and initiative. Positions at this level receive only

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occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Senior Human Resources Technician is distinguished from Human Resources Technician in that they may provide training to a Human Resources Technician and/or clerical staff and are assigned more complex work assignments.

TYPICAL DUTIES

Under general directions supervision: ,the incumbent performs all of the duties of the Human Resources Technician. Additionally, the incumbent may be

- Provides assistance to City staff and the general public regarding personnel matters, either by telephone or in person;
- Demonstrates excellent customer service skills, honesty, respect, and ethical behavior;
- Schedules and administers recruitments and selection processes;
- Prepares recruitment materials including job announcements, writing and placing advertisements, assembling mailing lists and preparing and issuing candidate notices;
- Processes applicants for employment;
- Documents and reports on applicant and examination activity;
- Prepares, monitors, and conducts various examinations;
- Conducts surveys and compiles data; performs basic statistical analyses and prepares related human resources reports;
- Monitors, audits and processes employee compensation and benefit data (i.e. payroll, sick leave, injury, vacation, performance evaluations), and related information and makes corrections or adjustments when necessary;
- Processes personnel transactions for employees from initial employment through separation and retirement;
- Processes Family and Medical Leave Act (FMLA) and California Family Rights Act (CFRA) requests (e.g., sends initial correspondence, audits medical certification receipts, tracks leave of absence, audits payroll coding and benefits continuation, coordinates return to work)
- Coordinates and conducts general Human Resources training, including but not limited to applicant orientation sessions, new employee orientations, Health and Benefits Fair, retirement seminars, other assigned events, and exit interviews;
- Updates and maintains City's position control based on budget requirements;
- Composes, types, and proofreads notices, letters, and general correspondence to employees and applicants for employment;
- Disseminates employment and benefit information;
- Processes workers' compensation and disability programs;
- Assists in the development and revision of human resources documents, procedures, policies, and forms
- Assigned responsibility to manage specific projects or programs of a varied and complex nature, or
- eCoordinate the efforts of several departments toward a specific goal.
- Illustrations of specialized assignments that may be assigned to an incumbent would be:
research data to resolve complaints and appeals; implement budget information and contract

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agreements into personnel processes and program systems; and

- [e](#)Coordinate complex projects such as public safety exams involving multiple agencies.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

~~In addition to the elements outlined in the Human Resources Technician job description, the incumbent will need a good ability to:~~

Knowledge of:

- [General principles, procedures and practices of human resources work which may include one or more of the following: Equal Employment Opportunity laws and guidelines; recruitment; selection and interviewing techniques; workers' compensation; benefits, classification and compensation administration; employee relations, civil service rules, memoranda of understanding, and records management](#)
- [Human Resources Information Systems \(HRIS\) programs](#)
- [Data management and recordkeeping techniques](#)
- [Correct English usage, including spelling, grammar, punctuation, and vocabulary;](#)
- [Basic mathematical principles](#)
- [Office safety practices, procedures and standards](#)

Ability to:

- [Read, analyze, and interpret information such as rules, laws, contracts, Memoranda of Understanding, standards and procedures and effectively apply them in the employment situation](#)
- [Perform complex and detailed technical work with considerable independence](#)
- [Research and prepare concise and accurate statistical and written reports, recruitment, examination and selection materials, and compensation and benefit information and adjustments](#)
- [Communicate clearly and effectively, both orally and in writing](#)
- [Understand and follow oral and written instructions](#)
- [Organize work to accurately and thoroughly complete assignments with adherence to deadlines while effectively handling several assignments simultaneously](#)
- [Develop and maintain accurate automated and manual files and records, often confidential in nature](#)
- [Establish and maintain working relationships with employees, applicants for employment, the general public and other governmental agencies](#)
- [Work in a team-based environment and achieve common goals](#)
- [Deal tactfully and courteously with the public](#)
- [Recognize and maintain the confidentiality of privileged information](#)
- [Use good judgment in dealing with sensitive issues](#)
- [Provide direction or instruction to clerical employees;](#)
- [Operate standard office equipment and learn computer programs](#)
- Deal with sensitive and confidential matters; handle complex activities
- Analyze and interpret data into meaningful and useful information

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- Prioritize work assignments
- Speak and write effectively
- [Lift up to 25 pounds of static weight](#)
- [Sit or stand for extended periods of time and bend, stoop, reach, lift, drag, and carry as necessary to perform assigned duties.](#)

SUPERVISION RECEIVED

Works under the [general](#) direction of the Director of Human Resources, Assistant Director of Human Resources, Human Resources Division Manager, [Human Resources Management Analyst-I](#), or other supervisor as assigned.

SUPERVISION EXERCISED

May [supervise and assist in the training of the Human Resources Technician and clerical staff as assigned.](#) ~~train and supervise a small staff of clerical and/or technical personnel performing a variety of human resources transactions.~~

SPECIAL CONDITIONS

~~Incumbents of this classification may be required to work unusual hours and weekends in the performance of their duties.~~

OTHER REQUIREMENTS

- [As a condition of employment, incumbents will be required to be fingerprinted in accordance with State of California law.](#)
- [May be required to work unusual hours and weekends in the performance of their duties.](#)
- Must be able to perform all the essential functions of the job assignment.

CLASSIFICATION HISTORY

Established 08/2009; [Rev. 05/2021](#)