

**CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION**

TITLE: HUMAN RESOURCES TECHNICIAN (JOB CODE 508)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Human Resources	Varies	Non-Exempt

CLASS SUMMARY

This is a paraprofessional, confidential position in the classified service requiring the frequent use of independent judgment, tact, discretion, initiative, and political awareness. Responsibilities include regular contact with other government agencies, representatives of business or community organizations, the public and City staff to exchange information and explain administrative policies and procedures. Incumbents perform difficult and complex tasks associated with the preparation, processing, and administration of recruitment and selection programs; workers' compensation and benefits programs; classification and compensation plans; employee relations; personnel records; and assist in the collection, preparation, analysis, and processing of policies, classifications, compensation, and benefits data. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Graduation from high school or possession of a GED; **AND**
- Two (2) years of experience in technical or clerical human resources programs. This would involve the recruitment and selection of employees, employee benefits, employee relations, maintenance of classification and compensation plans, coordination of workers' compensation and benefits programs, or maintenance of detailed confidential and sensitive personnel records.
- Experience with word processing and spreadsheet software 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 (1) year of education (30 semester units or equivalent) for each year 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.

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DISTINGUISHING CHARACTERISTICS

This is the entry level classification in the flexibly staffed Human Resources Technician series. Incumbents work under immediate supervision and are not expected to function with the same amount of knowledge or skill level as the Senior Human Resources Technician. This classification exercises less independent discretion and judgement in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. As experience is gained, assignments become more varied and are performed with greater independence. This class is distinguished from the class of Senior Human Resources Technician in that the latter is the journey level class where incumbents are responsible for performing the full range of professional support for an assigned operational and/or program area and may perform more complex work assignments.

TYPICAL DUTIES

Each position in this classification may not include all the duties listed below, nor do the examples cover all the duties that may be performed.

Under immediate supervision:

- 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, 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;

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- Processes workers' compensation and disability programs;
- Assists in the development and revision of human resources documents, procedures, policies, and forms
- May perform general clerical duties in the completion of work assignments, and
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

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
- 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.

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SUPERVISION RECEIVED

Works under the immediate supervision of the Director of Human Resources, Assistant Director of Human Resources, Management Analyst, or Senior Human Resources Technician, or other supervisor as assigned.

SUPERVISION EXERCISED

May assist in providing technical direction and training to clerical support staff.

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

Created 08/2009; Rev. 05/2021