



CITY OF ALBANY HUMAN RESOURCES TECHNICIAN

Under general supervision, performs a variety of responsible paraprofessional, technical, and office administrative human resources support functions, including the planning and coordination of recruitment, testing, selection, training, benefits and employee relations programs, salary administration, insurance and benefit programs, and employee training and orientation; prepares, reviews, and distributes human resources information systems records; proctors written, interview, and performance examinations; coordinates training; coordinates employee benefits; provides information to the public and employees regarding rules, laws and regulations; provides responsible technical and clerical support to the Human Resources Director; assists in completing various human resources studies and reports; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Human Resources Director. Exercises no supervision of staff. May provide technical and functional direction to lower level staff.

Class Characteristics

This is an experienced-level class in the Human Resources Department responsible for performing the full range of technical work in all of the following areas: recruitment, testing, selection, classification, compensation, benefits administration, and training and orientation. Incumbents interpret and assist in ensuring conformance to rules and regulations, interpret and explain policies and procedures to the public and employees, and perform a variety of record-keeping, administrative, and technical support activities. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and City activities, and extensive staff, public, and organizational contact.

Examples of ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans and coordinates all aspects of the recruitment and selection of employees; advertises, posts, and emails job bulletins and announcements; reviews applications and qualifies candidates; schedules and proctors written exams; coordinates oral board interviews, including obtaining raters for selection panels; prepares event sites; assists in developing interview questions.
- Communicates with and provides information to candidates during all phases of the selection process.
- Processes employee pre-placement physical examination paperwork.
- Establishes and maintains employee personnel, confidential, recruitment, benefits, and volunteer files.
- Coordinates background check process for required classifications; verifies Department of Justice applicant clearance.
- Processes payroll change forms involving salary increases, changes, terminations, resignations, promotions, and retirements.
- Processes, updates, and monitors employee benefits programs and changes that include plans such as retirement, long-term disability, health, life, dental, vision, employee assistance program, and State and Federal Leave Acts.

- Maintains applicant tracking database; answers questions regarding open positions, application procedures, employment procedures, and salary administration practices; responds to requests for employment verification and salary surveys.
- Enters and processes worker's compensation claims; communicates with claimants, supervisors and vendors; responds to questions; provides follow up information to vendors as needed.
- Administers and processes the I-9 program, including issuing forms to new employees, verifying eligibility of employment, completing and signing off on forms, and maintaining accurate files.
- Conducts and coordinates orientations for newly hired employees and answers employee questions regarding benefits, rules and regulations, open enrollment periods, and other information regarding employee benefits; photographs and creates employee identification cards.
- Responds to employee and retiree questions and complaints and may interface with medical insurance providers and insurance representatives.
- Interprets and applies Federal, State, and local laws and regulations relating to human resources programs.
- Develops forms and procedural guides; prepares employee handbooks.
- Coordinates special human resources projects and programs including training programs, open enrollment, and related events; coordinates and integrates program services and activities with City departments.
- Provides general administrative support to the Human Resources Director, including preparing correspondence, memoranda, and reports independently and by transcription, performing data entry, and maintaining schedules and records.
- May provide technical and functional direction to lower level support staff.
- Organizes and maintains various administrative, confidential, reference, and follow-up files; assists in the scheduling, entering, and maintenance of Records Retention files; maintains personnel records and other files.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones.
- Develops and maintains a training calendar; registers trainees; prepares event sites; researches and analyzes needs; develops training programs; develops and maintains an employee testing and training tracking system.
- Serves as Secretary to the Safety Committee; disseminates data to committee participants regarding Workers' Compensation claims; takes, transcribes, and publishes meeting minutes; conducts monthly inspection meetings.
- Issues purchase orders and process bills and invoices for payment.
- Provides research support in negotiation contracts.
- Creates and distributes the employee newsletter.
- Performs related duties as assigned.

Knowledge of:

- Interpreting and applying City, State and Federal laws and regulations to recruitment, selection, classification, compensation, Employment Development Department, EEO/Affirmative Action, Workers Compensation, Unemployment Insurance and benefits administration.
- Interviewing and testing techniques and structure relating to recruitment selection.
- Rules and regulations relating to confidential information, subpoenas for records, employment verification, and destruction of records.
- Methods, techniques, and practices of data collection and basic report writing.
- Business letter writing and standard writing practices for correspondence.
- Principles and procedures of record-keeping.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Ability to:

- Interpret, apply, and explain policies, procedures, and practices of human resources administration.
- Review human resources documents for completeness and accuracy.
- Administer effective recruitment, testing, and selection practices.
- Maintain accurate and confidential human resources records.
- Review and reconcile employee benefit records.
- Perform detailed human resources office support work accurately and in a timely manner.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate arithmetic and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand and follow oral and written instructions.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Make oral and written presentations.
- Work independently.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

Education and Experience

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Completion of an Associate’s degree with major course work in human resources management, business administration, public administration, or a related field, and two years of technical human resources support experience in a public agency setting.

Licenses and Certifications

Valid California Driver’s License.

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees

must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

Environmental Elements

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employee may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Special Requirements

Positions in this classification must be available to work occasional early mornings, evenings, and weekends.