

JOB TITLE:	<b>HUMAN RESOURCES TECHNICIAN</b>	DIVISION:	<b>DISTRICT – HUMAN RESOURCES</b>
REPORTS TO:	<b>HUMAN RESOURCES MANAGER</b>	EEO CATEGORY:	<b>03 - TECHNICIAN</b>
FLSA:	<b>NON-EXEMPT</b>	SAFETY-SENSITIVE:	<b>NO</b>
CLASSIFICATION:	<b>NON-REPRESENTED</b>	LOCATION:	<b>SAN RAFAEL</b>

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

### Position Summary

Under general direction of the Human Resources Manager, supports HR staff and, performs a variety of administrative, analytical and technical tasks to support Human Resources programs and projects. The Human Resources Technician must demonstrate discretion, confidentiality and independent judgment related to highly confidential and sensitive assignments. May, at times, lead and coordinate the work of assigned office support staff. This position actively participates in the delivery of human resources programs and services, and supports generalist assignments for HR functional areas including but not limited to; daily Human Resources paperwork administration, alcohol and drug testing program administration, employee benefits, compensation, employment and selection, and training. Performs related duties and responsibilities as required and assigned.

### Essential Responsibilities

- Performs a variety of analytical tasks while processing personnel requests in areas such as recruitment, compensation, benefits administration, training, and other Human Resources programs
- Prepares a variety of drafts and finished materials, which may include technical content and terminology related to the activities of the HR department, including materials for meetings, speeches, presentations, and agenda items from notes, brief instructions, and prior drafts; reviews and/or edits materials for completeness, accuracy, format, compliance with policies and procedures, and appropriate grammar usage
- Proposes and implements administrative and procedural guidelines and systems as appropriate to maximize productivity and ensure accuracy and consistency
- Collaborates with public agencies and private employers to share appropriate information
- Follows up and collaborates with department heads and managers to provide status updates of work in progress
- Maintains confidential records and oversee records management in the department
- Prepares and summarizes database queries and information retrieval using the HRIS system
- Works with members of the District as well as the public to address concerns as directed
- Interacts and interfaces extensively with District employees

- Researches, compiles and summarizes a variety of informational materials; prepares draft and/or final correspondence, narrative reports and other written materials
- Prepares and reviews a variety of periodic, statistical and special reports regarding the activities of the division or department, which may require research, compilation of data, designing forms, and ascertaining project status from various sources
- Receives and screens telephone calls; ascertains the nature of the contact and directs the caller to the proper individual and/or provides authoritative information which may require the use of judgment and effective interpretation of policies and procedures
- Coordinates and tracks various compliance and District programs
- Relieves Director of certain administrative matters by transmitting information and staying informed of pertinent activities and information
- May assist in maintenance of training databases
- May assist department/division in budget preparation and administration
- May assist with scheduling, coordinating, and setting up employee training. Creates and maintains databases pertinent to the department/division using appropriate software
- Distributes documents, mail and other materials to appropriate individuals for action or information
- Maintains calendars, schedules and arranges meetings
- May coordinate or assist in employee related functions, campaigns, special programs and/or events
- Performs additional duties as assigned
- Regular and reliable attendance and performance are required

## Required Knowledge, Skills and Abilities

### Knowledge of:

- Human Resources policies, practices and procedures
- Strong problem solving skills and communicate effectively both verbally and in writing

### Ability to:

- Learn and apply District policies, laws, and regulations that pertain to work
- Learn Human Resources programs including legal requirements for areas assigned such as drug testing program administration, employee benefits and compensation, employment and selection, training
- Read and understand Memorandum of Understanding for policy, procedure and paperwork processing needs
- Successfully participate and function in a team-based environment using excellent interpersonal and communication skills
- Be creative, innovative and self-motivated to support improvement of the HR department and team
- Evaluate and determine alternative courses of actions and present recommendations
- Maintain confidentiality and protect information and documents appropriately
- Work effectively in a high volume, high visibility office environment
- Effectively multi-task in an environment with frequent interruptions and changing priorities



- Organize work, set priorities, meet critical deadlines and follow up assignments with a minimum of supervision
- Use tact, discretion, initiative and independent judgment in establishing and maintaining cooperative, effective and productive professional working relationships with all encountered in the course of work
- Maintain professionalism while dealing with sensitive issues and demonstrate sound judgment coupled with sensitivity toward individuals and organizational impact
- Maintain a calm demeanor and efficiency during emergencies or other stressful situations

## Minimum Qualifications

### Education and Experience Equivalent to:

- Minimum of four years of full-time position related complex, technical and confidential administrative experience requiring the use of initiative and independent judgment
- Bachelor's degree in Human Resources, Public Administration, Business, Organizational Development or related degree may be substituted in lieu of experience
- Must be able to demonstrate proficiency using intermediate word processing, database, spreadsheet software, with ability to prepare correspondence, reports, graphs, charts, spreadsheets and other documents related to the work using Word, Excel and PowerPoint software
- Experience using Human Resources Information systems

### Desirable Education and Experience Requirements:

- Business administration training and administrative skills certification or equivalent
- Human Resources experience is highly desirable

### Physical Requirement:

Mobility to work in a typical office setting. Ability to communicate in person and over the telephone. Ability to read printed materials and a computer screen. Ability to travel to District facilities. Routine use of computer, telephone and other office equipment.