



CITY OF CITRUS HEIGHTS
HUMAN RESOURCES TECHNICIAN

DEFINITION

To perform a wide variety of responsible confidential, paraprofessional, technical clerical level administrative and/or program related duties in support of the City's Human Resources Division related to human resources functions; and provide support to human resources management staff.

Human Resources functions including, but not limited to, benefits, leave administration, recruitment and selection, classification, compensation, training, workers' compensation, and/or employee relations as needed; to research, collect, and compile data; to assist with highly confidential and sensitive projects; and to provide highly responsible administrative, paraprofessional and technical assistance to management. This class may provide support and backup to the City's Payroll Technician.

This position is designated as confidential due to the nature of the material and information to which the individual has frequent contact.

DISTINGUISHING CHARACTERISTICS

Employees within this class are distinguished by the level of specialized knowledge required for the performance of their duties. Employees in this classification also work with highly confidential and sensitive information regarding employee performance, discipline and medical conditions. This classification also requires a strong understanding of city policies and procedures and complex state and federal laws regulating the human resource arena. Employees in this classification work independently and communicate on behalf of the organization internally and externally on a regular basis.

SUPERVISION RECEIVED AND EXERCISED

- Receives direct and general supervision from the Human Resources Manager and/or other management staff.
- No direct supervision of staff is exercised.
- May exercise indirect and/or functional supervision over administrative support and clerical staff.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

- Perform technical human resources work in the areas of recruitment and selection, classification, compensation, training, benefits, leave administration, workers' compensation, payroll administration and/or employee relations as needed; develop, coordinate, and implement activities within the technical area of assignment; respond to requests for

documentation; explain and interpret assignment area policies and procedures to internal or external customers.

- Comprehend and explain complex local, state and federal programs and their relationships to the City's practices, and communicate with employees including answering specific questions requiring independent research and analysis.
- Assist with administration of the City's workers' compensation program.
- Assist with recruitment and selection activities; act as facilitator and screen applications on assigned recruitments; provide back-up and assistance with all phases of the recruiting process as needed.
- Perform technical level work related to employee compensation and benefits; answer complicated questions; assist in the research and development of new employee benefit plans; act as back-up for higher level staff responsible for benefit administration. Perform salary surveys; respond to requests for information regarding salaries and compensation from outside entities; assist with drafting of new job descriptions and classification studies.
- Maintain confidentiality of records and information concerning other City employees, including personnel file or medical records, all performance related information such as reviews, reprimands, grievances, disciplinary actions, etc., as well as information relating to employee relations as needed.
- Review and audit personnel transaction documents for accuracy and compliance with the City's rules and policies; ensure areas of responsibilities are in compliance with related laws, codes, ordinances, and legislation; advise staff of any irregularities in compliance.
- Demonstrate political acumen by representing the City professionally at all times.
- Research, collect, organize, and analyze data from a variety of sources; write highly technical, detailed reports; maintain records and files regarding department administrative activities; assume lead responsibility for the City's HR database and records systems ensuring accurate and timely data entry to provide reliable information for decision makers; establish and maintain various administrative systems; assist with maintenance and implementation of new software technologies and systems.
- Independently respond to letters, e-mail and general correspondence based on areas of assignment.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles, practices, methods, and techniques used in Human Resources administration including payroll administration.
- Rules and laws governing public sector human resource administration.
- Recruitment, examination and selection standards.
- Procedures and techniques used in position classification and salary administration leave administration, and workers' compensation administration.

- Techniques and principles of effective interpersonal communication.
- Techniques and methods of effective oral and written presentation.
- Principles and methods of business letter and report writing.
- Correct English usage and writing styles appropriate for print use.
- Pertinent local, State and Federal leave laws, City functions, policies, rules and regulations.
- Research methods and techniques.
- Modern office equipment, may include audio visual equipment, computer software, including word processing, database, spreadsheet, desktop publishing and accounting applications.
- English usage, spelling, punctuation and grammar; and arithmetic, basic mathematical calculations and statistics and statistical methods.

Ability to:

- Interpret and apply laws, City rules, policies and procedures.
- Intermittently review documents related to division operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain City policies and procedures; explain operations and problem solve office issues for the public and with staff.
- Assess a situation and determine appropriate courses of action; work under pressure of deadlines, frequent interruptions and sensitive situations.
- Coordinate multiple ongoing projects/processes; organize, prioritize and manage workload and timelines for self and others.
- Work without direct supervision; exercise initiative and sound judgment.
- Interpret department policies, the City's Personnel Rules and Regulations, MOUs, administrative policies and other practices in order to respond to questions or inquiries.
- Prepare clear, concise, grammatically correct correspondence documents, emails and reports.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Work on concurrent assignments under time constraints; meet and distribution deadlines.
- Operate a personal computer utilizing spreadsheet, word processing and database software at an intermediate to advanced level.
- Perform independent research in carrying out technical administrative and technical duties; collect, compile, analyze and present a variety of data in a meaningful way.
- Create and/or edit professional written material; edit and proofread with a high degree of accuracy.
- Understand and translate City policies and practices into everyday working practices; make sound decisions with solid problem solving methods.
- Maintain a high level of confidentiality of a wide range of sensitive information.
- Foster an environment that embraces diversity, integrity, trust and respect.
- Be an integral team player, which involves flexibility, cooperation and communication.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Communicate clearly and concisely, both orally and in writing.

Education and Experience:

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

Education:

Equivalent to the completion of the twelfth grade.

Experience:

Four (4) years of increasingly responsible administrative support or technical experience preferably in the area of human resources or communications.

Professional Certificate and/or an Associate Degree with major coursework in human resources, public or business administration or closely related field may be substituted for two (2) years of the experience requirement. A Bachelor Degree with major coursework in human resources, public or business administration or closely related field may be substituted for four (4) years of experience requirement.

License or Certificate:

May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

PHYSICAL/SENSORY REQUIRMENTS

On a continuous basis, sit at a desk. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 25 pounds or less.

File:	Human Resources Technician Previous Title: Human Resources & City Information Technician
FLSA:	Non-Exempt
Created:	06-5-2012
Revised:	7/29/2021 – Title change 10/21/2022- Minor grammatical edits