



APPROVED BY: THE CHIEF OPERATING OFFICER

EFFECTIVE: July 2021

HUMAN RESOURCES TECHNICIAN I/II/III

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.

DEFINITION

To perform a variety of paraprofessional support functions including recruitment, benefits administration, or training; and to perform a variety of tasks relative to the assigned areas of responsibility.

DISTINGUISHING CHARACTERISTICS

Human Resources Technician I

This is the entry level class in the Human Resources Technician series distinguished from the Human Resources Technician II by performing the more routine tasks and duties assigned to positions within the series under immediate supervision while learning to perform the full range of responsibilities as assigned. Advancement to the "II" level is based on demonstrated proficiency in performing the assigned functions and is at management's discretion.

Human Resources Technician II

This is the experienced-level class within the Human Resources Technician series. Employees within this class are distinguished from the Human Resources Technician I by the performance of the full range of duties as assigned with 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. Positions in this class are flexibly staffed and are normally filled by advancement from the "I" level, or when filled from the outside, have prior experience. Advancement to the "III" level is based on demonstrated proficiency in performing the assigned functions independently with minimal direction, limited errors, while applying appropriate judgement. The advancement is at management's discretion.

Human Resources Technician III

This is the journey level class within the Human Resources Technician series. Positions at this level are distinguished from other classes by the level of responsibility assumed, the complexity of duties assigned and the independent manner in which they are completed. Incumbents perform the most difficult and responsible types of duties assigned to classes within this series including managing and maintaining personnel-related databases and software programs, resolving difficult and sensitive personnel issues and concerns, and considerable interaction with a variety of individuals within and outside of the organization. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Human Resources Technician I

Receives immediate supervision. Employees within this class work in the presence of their supervisor or in a situation of close control and easy reference. Work assignments are given with explicit instructions or are so routine that few, if any, deviations from established practices are made without checking with the supervisor.

Human Resources Technician II

Receives general supervision. The assigned duties for employees within this class require the exercise of judgment or choice among possible actions, sometimes without clear precedents and with concern for the consequences of the action. Employees may or may not work in proximity to their supervisor.

Human Resources Technician III

Receives minimal direction. Employees within this class receive general instructions regarding the scope of and approach to projects or assignments, but procedures and techniques are left to the discretion of the employees.

TYPICAL DUTIES

The duties specified below are representative of the nature and level of duties assigned to this class and are not intended to be an inclusive list. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position. Management reserves the right to add, modify, change, or rescind the work assignments of different positions.

1. Provide responsible assistance in support of recruiting efforts; track recruitment approvals; create and organize electronic filing systems, post and advertise positions; administers all steps in the Applicant Tracking System including candidate dispositions, scheduling interviews, sending notifications and preparing offer letters; coordinate and initiate background check process and approvals; monitor completion of all preboarding activities; perform promotional salary calculations; transition new hire to benefits for appropriate onboarding.

2. Provide responsible assistance in support of workforce development efforts by assisting with administering the Learning Management System (LMS) and the Automated Talent Management System (ATMS).
3. Support unit with all invoice processing and purchase requests and tracks accordingly.
4. Participate in the administration of employee benefits; serve as liaison between employees and benefit providers; administer open enrollment for various employee benefit programs.
5. Support the unit by providing responsive customer service; answer the units hotline, department emails, in person questions (when applicable)
6. Prepare and complete required paperwork for benefits administration; examine annual benefit contracts for changes to benefit programs; prepare reports regarding program changes.
7. Calculate, evaluate, and input into the computer payroll transactions for new hires, promotions, demotions, transfers, salary increases, health benefit changes and cost of living adjustments.
8. Support and troubleshoot HRIS system(s) for any agencywide changes or processes; maintain data integrity.
9. Conduct one-on-one orientations with new employees; review and explain benefit enrollment forms and personnel policies, rules, and regulations; respond to and resolve questions.
10. Recommend and assist in the implementation of goals and objectives; implement approved policies and procedures, recommend improvements in workflow, procedures, and use of equipment and forms.
11. Ensure accuracy and completeness of confidential personnel files and documents. Identifies discrepancies and researches information.
12. Prepare and distribute memos or notices regarding policies and procedures for special programs including vacation buy back, sick leave conservation, holiday scheduling, personal leave, open enrollment, and administrative leave; monitor employee balances for assigned benefits; may develop policies and procedures as assigned.
13. Assist in the coordination and implementation of a variety of employee training and organizational development programs; assist with the logistics of consultant/facilitator contracts, and assist in preparation and evaluation of request for proposals.
14. Determine the types and frequency of classes to be offered for training; register class participants and review class evaluations for training effectiveness..
15. Coordinate the use of various facilities for scheduled training programs and classes; ensure proper accommodations are provided for each class.

16. Maintain a training and career development database by tracking performance of workforce development program and initiatives; coordinate information regarding employee's career and training plans.
17. Review Tuition Assistance Program (TAP) request and monitor program's budget.
18. Maintain and manage tracking systems related to assigned area of responsibility.
19. Collect, compile, evaluate and prepare detailed informational and statistical reports for management.
20. Conduct classification, compensation, and/or benefit surveys for other agencies; analyze internal classifications, salary, and/or benefit relations and prepare reports.
21. Prepare computer payroll transactions for new hires, promotions, demotions, transfers, salary increases, cost of living adjustments, automobile insurance certificates, tax deductions, deferred compensation, and employee bargaining unit dues.
22. Perform technical and administrative work in the development and implementation of employee recognition, work/life issues, service and retiree preparedness programs; collect data and confer with employees regarding preferences, issues and concerns.
23. Analyze resumes; manage and maintain database.
24. Interpret and apply Valley Water policies, procedures, and memorandum of understandings; and federal and state rules and regulations; participate in communicating policy instructions to employees; suggest changes in procedure or formulation of new procedures as they relate to assigned area of responsibility.
25. Employees have a responsibility for safety; for following safety regulations and safety policies and procedures applicable to their work.
26. Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisors or by law.
27. Perform related duties and responsibilities as required.

QUALIFICATIONS

The level and scope of the knowledge, skills and abilities listed in this section are related to the job duties as defined under Distinguishing Characteristics.

Human Resources Technician I

Some Knowledge of:

Principles and procedures of recruitment and selection.

Principles and practices of learning management systems and human resources information systems (HRIS)

Career development methods and practices.
Principles of administrative accounting and payroll processing.
Common desktop applications and software as well as specialized software related to the work.
Principles and procedures of file and record management

Ability to:

Learn and apply general personnel policies and procedures applicable to the Valley Water.
Learn pertinent federal, state, and local laws, codes, and regulations related to assignment.
Learn to administer a variety of employee benefits and process payroll.
Learn to develop human resources programs.
Learn to conduct new employee orientations.
Learn to administer and coordinate temporary and/or contract programs.
Learn to provide training and assistance to Valley Water employees.
Learn to use common desktop applications and software.
Maintain confidentiality of work.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Training and Experience Guidelines

The following combination represents the minimum training and experience requirements for this classification:

Training

Equivalent to the completion of the twelfth grade.

Experience

One (1) year of increasingly responsible technical and administrative human resources support pertinent to the assignment, such as benefits administration, recruitment, or training, ideally involving the use of databases.

License or Certificate

Possession of, or ability to obtain, an appropriate, valid California driver's license.

Human Resources Technician II

In addition to the qualifications for Human Resources Technician I:

Working Knowledge of:

Characteristics, services, and activities of human resources databases and instructional systems design.
Principles and procedures of recruitment and selection.
Principles of administrative accounting and payroll processing.

Ability to:

Apply general personnel policies and procedures applicable to Valley Water.
Administer a variety of employee benefits and process payroll.
Administer and coordinate temporary and/or contract programs.
Develop employee assistance programs.
Conduct new employee orientations.

Training and Experience Guidelines

The following combination represents the minimum training and experience requirements for this classification:

Training

Equivalent to the completion of the twelfth grade.

Experience

Two (2) years of increasingly responsible technical and administrative human resources support pertinent to the assignment, such as benefits administration, recruitment, or training, with one (1) year involving the use of databases.

License or Certificate

Possession of, or ability to obtain, an appropriate, valid California driver's license.

Human Resources Technician III

In addition to the qualifications for Human Resources Technician II:

Working Knowledge of:

Characteristics, services, and activities of a personnel management program.
Principles of administrative accounting and payroll processing and statistical methods.
Common desktop applications and software as well as specialized software related to the work.
Principles, practices and responsibilities involved in leading the work of assigned staff.

Thorough Knowledge of:

Principles and procedures of recruitment and selection.
Principles and practices of adult learning and instructional systems design.
Career development methods and practices.
Best practices for office procedures, methods, and equipment.
Principles and procedures of record keeping.
Methods and techniques to collect and analyze data and prepare reports based on findings.
Principles of business writing and report preparation.

Ability to:

Apply general personnel policies and procedures applicable to Valley Water.
Assist other employees in technical and procedural activities.
Understand, interpret, and apply program rules, policies, and procedures to solve personnel-related issues and concerns.
Administer a variety of employee benefits and process payroll.
Administer and coordinate temporary/contract programs.
Administer employee assistance and recognition programs.
Conduct new employee orientations.
Communicate clearly and concisely, orally and in writing.
Analyze and make recommendations for the solution of procedural and program-specific personnel issues on an assigned basis.
Establish and maintain effective working relationships with those contacted in the course of work.

Training and Experience Guidelines

The following combination represents the minimum training and experience requirements for this classification:

Training

Equivalent to the completion of the twelfth grade supplemented by college level course work in human resources, business administration, or a related field.

Experience

Four (4) years of experience completing human resource transactions involving databases and/or administering human resource programs pertinent to the assignment, such as benefits administration, recruitment, or training.

License or Certificate

Possession of, or ability to obtain, an appropriate, valid California driver's license.

WORKING CONDITIONS

Environmental Conditions

Office environment; exposure to computer screens and copiers; moderate noise levels; and controlled temperature conditions.

Physical Conditions

Essential functions may require maintaining physical condition necessary for reaching, walking, standing, or sitting for prolonged periods of time; extensive use of computer keyboard and mouse; light to moderate lifting; reaching above head; visual acuity for reading documents, correspondence, and computer screens; operating a variety of manual and automated office equipment.

CLASS LEGEND

Established Date: 5/2018
Employee Groups: EA
Revisions Dates: 5/2019, 7/2021
FLSA Status: Non-exempt

	<u>Current</u>	<u>Previous</u>
Class Code:	XH2/5	
Series Code:	1XH	
Family Code:		
Previous Titles:		
Analyst:	FD	