

## CLASS SPECIFICATION



**CLASS:** Human Resources Technician  
**ALLOCATION:** Human Resources  
**FLSA STATUS:** Non-exempt  
**UNION AFFILIATION:** N/A - Confidential

**ESTABLISHED:** July 2015  
**REVISED:** June 2021

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### **JOB SUMMARY:**

Under general supervision, performs a broad range of technical, administrative and confidential functions in a centralized human resources and risk management setting including processes of personnel, training, benefits, and payroll processing; audits reports and systems; analysis of data; assists with administration of County's benefit plans, human resources information systems (HRIS), position control; coordinates County-wide training programs; provides support in various employee and labor relations areas; and performs related work as assigned.

This is a journey level technical position in the Human Resources series.

### **CLASS CHARACTERISTICS:**

This position may report to a management position in the Human Resource department, depending on the assignment, and may receive lead direction from a Human Resources Analyst II. This class is distinguished from the Human Resources Analyst I/II in that the latter is a professional classification performing complex analysis and professional level human resources functions. This class differs from positions in the clerical series by the technical and specialized nature of the work performed and required application of independent judgment and discretion.

### **EXAMPLES OF DUTIES:**

#### **Essential:**

- Review, verify, calculate, approve and process employee personnel and payroll records involving new appointments, training, performance evaluations, promotions, longevity/merit increases, terminations, changes in status, personnel action and other payroll processes
- Input and update employee information into a centralized human resources database; maintain a countywide position control system; ensure that all employees are assigned to a designated and verified class and position and within an appropriate salary.
- Reconcile a variety of reports related to payroll and benefits; including verifying and calculating payroll
- Prepare, review and reconciles varied reports and journals and budget, payroll, tax, revenue or related financial or business data
- Input and update employee information into a centralized human resources database; maintain a countywide position control system; ensure that all employees are assigned to a designated and verified class and position and within an appropriate salary.
- Coordinate County-wide training activities; schedule classes; participate in the development of classes and course materials; gather pre- and post- training assessment data; provide recommendations based on data collected.
- Participate in planning and implementing the training/educational components of County-wide programs or projects such as New Employee Orientation, Employee Recognition Program and Employee Development Academies.
- Assist with departmental budget; prepare and maintain departmental spreadsheets to track various costs and information; monitor contracts and department expenditures; collect, compile, and analyze data and information.
- Develop processes for auditing records, reports and database for accuracy.
- Work with County departments to ensure that employee hours worked are accurately tracked for Affordable Care Act (ACA) compliance and job protected leave eligibility; may need to implement corrections after approval.
- Establish systems and processes for reconciliation of accounts payable and accounts receivable with the County's accounting system and department budgets.
- Perform a variety of personnel duties in the preparation, processing, and maintenance of payroll, salary, leaves and benefits.

- Plans, coordinates and participates in design, implementation and modification of a major Countywide payroll/HRIS platform
- Verify, calculate, balance, process, and post salaries and benefits; correct errors and enter information into an automated human resource information system.
- Research discrepancies to payroll and personnel documents, compensation, position control and benefits.
- Perform routine research and auditing of financial accounts and records; reconcile departmental accounts and funds on a periodic basis; ensure that accounting principles and procedures are met; implement corrections after approval.
- Prepare departmental billings for services; receive and review invoices; resolve discrepancies; code information for proper charging to budget units or cost centers and prepare for payment; maintain departmental petty cash funds; ensure proper authorization and compliance with County policies and procedures.
- Post information to ledgers, journals and reports; total and balance figures, proof data and make corrections as required.
- Compile and prepare reports and documents pertaining to human resources, risk management, payroll accounting, finance, and organizational services activities; review reports and documents for accuracy and make corrections as required.
- Review and process all department payroll forms; processing payroll; act as a subject matter expert for department payroll questions and issues.
- Examine employee files to answer inquiries and provide information for personnel actions.
- Provide information to management, employees and the public regarding human resources processes and procedures which may involve the interpretation and explanation of policies, rules and labor agreements.
- Counsel employees and explain rules, policies, and procedures concerning the County's group insurance plans and programs; may provide formal presentations on all aspects of benefit program entitlements and training programs.
- Act as a liaison between employees, insurance carriers or retirement system to solve problems, answer questions and refer to the proper source for information.
- Conduct employee orientations; explain benefit programs and enroll employees.
- Coordinate the annual open enrollment for benefits, reviewing forms for accuracy and completeness and processing enrollment information.
- Ensure compliance with Federal, State, and County laws, rules, and regulations governing payroll/personnel transactions.
- Prepares legal documents and appears in small claims court seeking payment
- Prepare a wide variety of correspondence, status reports, and standard documents related to the personnel/payroll function from forms, notes and brief instructions.
- Facilitate cooperation and communication among County departments and employees.

**Important:**

- Comply with all County equipment and safety policies and procedures and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Receive and screen visitors and telephone calls and take messages; provide factual information regarding County or departmental activities and functions which may require the explanation of rules, policies and procedures.

**EMPLOYMENT STANDARDS:**

**Knowledge of:**

- Concepts, policies, practices, principles and procedures of public sector human resources administration.
- Principles, practices and activities of adult training program development, implementation and evaluation.
- Financial recordkeeping, accounting principles, and bookkeeping practices and techniques.
- Principles and procedures of payroll administration including rules, regulations and computer systems.
- Principles and procedures of benefits processing and tracking.
- Business arithmetic, algebra, statistics and their applications.
- Computer applications related to the work including database or spreadsheet files and the development of reports.

- Principles and practices of auditing financial documents and records.
- Basic budgetary practices and terminology.
- Modern office equipment, methods, procedures, and computer hardware and software.
- Business letter writing and the standard format for typed materials.
- The structure and content of the English language including the meaning and spelling of words, rules of composition, punctuation and grammar.
- Principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Techniques for dealing with the public, in person and over the telephone.

**Skill in:**

- Performing technical human resources, payroll, auditing, billing, and other related support work.
- Researching, developing, preparing and presenting effective educational and informational materials.
- Analyzing budget, technical reports, and spreadsheets.
- Organizing, researching and maintaining personnel files.
- Making accurate arithmetic calculations.
- Reviewing documents for completeness and accuracy.
- Reviewing, posting, balancing and reconciling a variety of records and reports.
- Preparing accurate and timely billings and reports.
- Organizing own work, setting priorities and meeting critical deadlines.
- Communicating clearly and concisely, both orally and in writing.
- Understanding and following oral and written directions.
- Interpreting, applying and explaining laws, codes and regulations.
- Working without close supervision in standard work situations.
- Maintaining accurate records and files.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Dealing successfully with the public, in person and over the telephone.
- Being aware of others' reactions and understanding why they react as they do.

**Ability to:**

- Make presentations to large and small groups.
- Listen carefully to what other people are saying, take time to understand the points being made, and ask questions as appropriate for clarification.
- Accept criticism and perform calmly, purposefully and appropriately in emergency and stressful situations.
- Read, analyze, interpret, and explain financial reports, operating and procedure manuals, County ordinances, government regulations, etc.
- Work productively and positively within a team framework.
- Add, subtract, multiply, divide; compute fractions, ratios, percentages, proportions; draw and interpret graphs and charts; and apply these concepts to practical situations.
- Collect and analyze data; apply common sense understanding to solve practical problems.
- Work effectively on several projects concurrently.

**Physical Demands:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Perform work, which involves lifting and carrying boxes of materials up to 25 pounds.

- Mobility to work in a typical office setting, use standard office equipment, and drive a motor vehicle in order to attend meetings and visit work sites.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

**Work Environment:**

- Generally in a normal office environment; however, may have to attend meetings, administer tests, or present information to large groups.
- Occasionally may be required to travel to various worksites or locations.

**QUALIFICATIONS:**

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

**Licenses and Certification:**

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain throughout employment.

**Special Requirements:**

- Must successfully complete an extensive and thorough background investigation, which may include Live Scan fingerprinting prior to hire.
- DMV printout prior to hire.
- Attend meetings outside of normal working hours.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

**Education and Experience:**

**MINIMUM:** An Associate's degree from an accredited college with major course work in Accounting, Business, Economics, Finance, Human Resources, Industrial Relations, or a closely related field and two years of related experience which provided knowledge of complex technical or clerical work in human resources, risk management, employee benefits, accounting, and/or payroll policies and procedures or other related function.

Candidates with strong experience who lack the degree and can demonstrate they possess the required knowledge, skills and abilities are encouraged to apply.

**PREFERRED:** In addition to the minimum, a Bachelor's Degree from an accredited college or university with major course work in Human Resources, Public or Human Resources Administration, Industrial Relations, Business, Economics, or a closely related field and up to four years' of experience performing technical work in a private/public agency human resources office.

**This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.**

Human Resources Approval:  
Date:

EEOC: E  
WC: 8810

Human Resources Approval:  
Date:

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_