



HUMAN RESOURCES TECHNICIAN

City of Milpitas

Effective: 08/01/2001

Revised: 09/01/2003

02/01/2017

EEOC: Clerical

FLSA: Non-Exempt

Unit: Confidential

Physical: 6

DEFINITION

Under the supervision of the Human Resources Director or designee, the Human Resources Technician performs a variety of administrative and technical paraprofessional work in support of the Human Resources Department in areas such as recruitment and selection, classification, HRIS, compensation, benefits, labor relations employee development; and workers' compensation. This includes providing information and assistance to City employees and the general public regarding human resources activities, processes, and practices; preparing correspondence and memoranda and performing related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from a Human Resources Analyst I/II, Senior Human Resources Analyst, and/or the Human Resources Director.

May assign work and provide guidance to administrative support staff.

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

- Provide information to employees and the public as appropriate regarding wages, benefits, personnel procedures, negotiation information, promotional opportunities, and career development.
- Apply and keep current in policies, rules, regulations, procedures, and union contracts as appropriate when processing work; ensure compliance with union contracts.
- Receive, report, and process a variety of documents and transactions in areas such as workers' compensation, benefits, recruitment, and training.
- Process employee performance appraisals and status changes in a timely manner.
- Enter data and redesign system changes as needed into various Human Resources Information Systems (HRIS) programs and create reports off the systems.
- Update and maintain position control based on budget requirements.
- Coordinate general Human Resources training, including new employee orientation, Brown Bag seminars, Open Enrollment Health Fair, retirement seminars and exit interviews.
- Assist in the administration of employee benefit programs including health, group life, and disability insurance programs; assist employees with benefit questions; follow-up and track activities for areas such as workers' compensation, training, and benefits.
- Create and maintain files; gather, compile and create various reports.

- Write and maintain procedures manuals for Human Resources activities related to assignment.
- Draft employment announcements and administer selection tests.
- Compose and proofread notices, forms, and correspondence covering a variety of personnel matters.
- Respond to and conduct salary and benefit surveys from outside agencies.
- Schedule, coordinate, and prepare materials for new employee orientations; may conduct new employee orientation by explaining conditions of employment including benefit plans, pay schedules, City organization, personnel rules and regulations and other related information.
- Serve as liaison with other departments and divisions related to assigned human resources functions; attend and participate in professional group meetings; keep updated on trends in the field of Human Resources.
- Perform related duties, as assigned.

QUALIFICATIONS

Knowledge of:

- General human resources functions and procedures.
- Principles and practices of human resources administration including recruitment and selection, classification, HRIS, compensation, benefits, labor relations and employee development.
- Business letter writing and basic report preparation.
- Methods and techniques for record keeping and filing.
- Operations and functions of city government.
- Customer service and public relations methods and techniques.
- Methods and techniques of proper phone etiquette.
- Modern office procedures, methods and equipment including computers and applicable computer applications.
- English vocabulary, spelling, grammar and punctuation.
- Pertinent federal, state, and local laws, codes, and ordinances related to Human Resources.

Ability to:

- Perform a variety of technical and clerical duties and activities of a general and specialized nature in support of the Human Resources Department.
- Apply necessary policies, procedures and databases associated with this position.
- Maintain accurate, confidential and complete employee records; implement and maintain standard filing systems.
- Prepare basic reports.
- Participate in researching, compiling, and interpreting data.
- Interpret and apply applicable federal, state, and local laws, codes, and regulations.
- Operate office equipment including computers and supporting word processing, spreadsheet, HRIS and database applications.
- Type and enter data at a speed necessary for successful job performance.

- Deal successfully with the public, in person and over the telephone.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work effectively, with frequent interruptions and a high degree of public contact.
- Communicate effectively, both orally and in writing.

EDUCATION AND EXPERIENCE

Equivalent to completion of two years of college level course work in personnel management, business administration, human resources, or a related field.

Two years of increasingly responsible administrative support experience. Experience in a municipal human resources office is highly desirable

SPECIAL REQUIREMENTS:

Essential duties require the following physical abilities and work environment.

Ability to work in a standard office environment; able to sit or stand for extended periods of time.

Approved by:

City Manager

Date

Human Resources Director

Date