

CITY OF MILPITAS
Effective: August 2001
EEOC: Clerical
FLSA: Non-Exempt
Unit: Confidential
Physical: 6

HUMAN RESOURCES TECHNICIAN

DEFINITION

To perform a variety of administrative support and technical personnel work in areas such as recruitment and selection, classification, HRIS, compensation, benefits, labor relations and employee development, conduct studies and surveys; and, perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This position is allocated to the Human Resources Department to provide highly complex administrative/technical support.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from an Administrative Analyst and/or the Human Resources Director.

May assign work to clerical 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, promotional opportunities and career development.
- ◆ Apply and keep current in policies, rules, regulations, procedures, and union contracts as appropriate when processing work.
- ◆ Process a variety of documents in areas such as workers' compensation, benefit forms, personnel action forms and other forms and documents used in the course of work.
- ◆ Process employee performance appraisals and status changes in a timely manner.
- ◆ Enter data and redesign system changes as needed into various HRIS systems and create reports off the systems.
- ◆ Follow up and track activities for areas such as workers' compensation and benefits.
- ◆ Create and maintain files; gather, compile and create various reports.
- ◆ Write and maintain manuals for various personnel functions such as the HRIS system, workers' compensation procedures, benefits procedures and recruitment guidelines.

- ◆ Write employment examination announcements and administer selected performance and /or written tests and oral interviews.
- ◆ Compose and type correspondence covering a variety of personnel matters.
- ◆ Respond to salary surveys from outside agencies.
- ◆ 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.
- ◆ Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- ◆ Basic recruitment, examination and selection standards; basic procedures and laws used in workers' compensation administration.
- ◆ Various benefit programs, forms and procedures.
- ◆ HRIS systems.
- ◆ Operations and functions of city government.
- ◆ Modern office procedures, methods and computer equipment; basic report preparation and English usage, spelling, grammar and punctuation.

Ability to:

- ◆ Apply the necessary policies, procedures and databases associated with this position.
- ◆ Perform work involving independent judgment; maintain confidential files.
- ◆ Prepare basic reports.
- ◆ Establish and maintain effective working relationships with those contacted in the course of work.
- ◆ Communicate effectively, both orally and in writing.

Skill to:

- ◆ Operate Human Resources Information Systems (HRIS), a personal computer with associated software; general office equipment.

Special Requirements:

Essential duties require the following physical abilities and work environment:

- ◆ Work in an office environment with sustained posture in a seated position for prolonged periods of time.

- ◆ Sustain repetitive keyboard motion.
- ◆ Read or see objects under artificial lighting.
- ◆ Hear normal speech.
- ◆ Speak clearly to be understood by others either directly.

EXPERIENCE AND EDUCATION

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

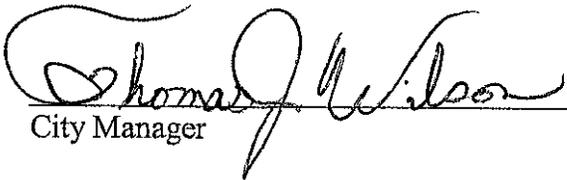
Education:

Equivalent to completion of the twelfth grade supplemented by college level course work in personnel management or a related field.

Experience:

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

Approved by:



City Manager

7-15-03
Date: