

**CITY OF GLENDORA**  
**HUMAN RESOURCES TECHNICIAN**

*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**

Under general supervision, accomplishes a variety of technical and clerical functions for the Human Resources Department; performs work in the administration of employee benefits, recruitment, testing, and selection of job applicants for the City of Glendora; performs related duties as required.

**CLASS CHARACTERISTICS**

The Human Resources Technician is an intermediate technical position in the human resources field. Supervision may be exercised over clerical employees.

**ESSENTIAL JOB FUNCTIONS**

*These functions may not be present in all positions in this class. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Letters in parenthesis at the end of each function statement represent the abilities required to perform that function.*

1. Performs a wide variety of routine and complex office, clerical, and administrative support duties; assists the department head with a variety of administrative tasks using discretion and independent judgment. (b c e f l m)
2. Assists in the administration, coordination, and implementation of employee benefit programs including open enrollment, employee eligibility, distribution and/or communication of medical, dental, vision, flexible spending accounts and other insurance benefits, COBRA and HIPAA notifications and enrollments; processing of benefit enrollment and change forms; coordinates training workshops for all employees through the San Gabriel Valley Consortium and assists in administering the employee service award program. (a b d g e l m)
3. Demonstrates an understanding of applicable policies, procedures, and work methods associated with assigned duties; responds to questions and concerns from the general public; provides information as appropriate; receives visitors and telephone calls directing them to the appropriate information source; represents the City to all callers and visitors in a professional and courteous manner. (a e f g h j m)
4. Assists with the coordination of Human Resources Department functions and maintains personnel records and files; conducts employee orientations; maintains schedules of personnel transactions to ensure timeliness of various personnel actions, including performance evaluations and merit step advancements; processes related documents; recommends changes to various department forms and manuals. (a b d f g i m)

5. Participates in the administration of employee recruitment, testing, and selection of job applicants for appointment to City positions; prepares job flyers and advertisements of forthcoming recruitments; assists in applicant screening and test selection; proctors employment examinations, scores exams, creates eligibility lists and notifies candidates of results; makes appointments for pre-employment medical examinations, fingerprint processing and background checks; receives confidential information on all candidates for employment; maintains continuous surveillance over recruitment and selection procedures to ensure compliance with federal and state guidelines. (a b d e f g h i k l m)
6. Provides technical assistance and information for a variety of human resources projects or reports by researching, compiling, and organizing data and responds to salary and benefits surveys. (a b c j l m)
7. Provides information and general assistance to City employees and the general public relating to job vacancies, examinations, results of examinations, and applicable human resources rules and regulations; provide information to job applicants regarding eligibility and employment possibilities for City employment; assigns recruiting projects to clerical personnel; provides assistance to City departments on a variety of personnel issues. (a b c e f g k m)
8. Assists in the administration of the City's workers' compensation program; verifies that appropriate forms are completed and procedures are followed; may discuss workers' compensation claims with departmental staff, medical and legal resources, Human Resources Analyst and Deputy City Manager to determine course of action; may provide liaison to other City staff, claims adjusters and investigators in the disposition of claims; maintains related files and documentation. (a b c d e f g j l m)
9. Assists with the processing of requests for catastrophic disability leave, FMLA and CFRA leaves of absence; prepares required correspondence and maintains leave logs; explains regulations and procedures to employees and operating departments; assists with related SDI and paid family leave claims. (a b c d e g j l m)
10. Provides clerical support to the City Manager's office in the absence of the Executive Assistant; assists with various projects and work assignments for the City Manager's office on an as needed basis. (a b e f g h i j m)

### REQUISITE ABILITIES

*The following generally describes the abilities required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

- a. Communicate clearly and concisely, both orally and in writing.
- b. Maintain accurate confidential records and files.
- c. Compile statistical data.
- d. Understand, interpret, and apply laws, regulations, policies, complex rules, standards, and procedures.
- e. Make sound, independent judgments within established guidelines.

- f. Perform a variety of clerical/secretarial work.
- g. Communicate effectively with a variety of personnel and establish/maintain effective working relationships.
- h. Understand and follow verbal and written directions.
- i. Work independently.
- j. Operate a computer and use a variety of computer software.
- k. Plan and execute recruitments.
- l. Conduct research and prepare reports.
- m. Operate a variety of office equipment.

#### MARGINAL FUNCTIONS

These are position functions which may be changed, deleted or reassigned to accommodate an individual with a disability.

#### QUALIFICATIONS GUIDELINES

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

Completion of the twelfth grade supplemented by two years of college level course work in business administration, human resources or a related field and three years of clerical and technical experience in the human resources field.

#### Knowledge and Skill Levels

Knowledge of federal and state laws, rules, and regulations relating to employment practices, workers' compensation and benefits administration; principles and practices of human resources administration including recruitment, selection and testing rules, regulations and procedures; basic principles of research and report preparation; general office procedures; related secretarial and general office methods and techniques; records processing and maintenance procedures and systems; preparation of complicated documents requiring specialized typing. Ability to administer, coordinate and monitor multiple projects and meet appropriate deadlines. Skill in the operation of a variety of office equipment, or operation of word processing equipment at a comparable rate; use designated computer software, auxiliary programs and computer equipment.

## PHYSICAL DEMANDS AND WORKING ENVIRONMENT

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

Environment: Work is performed primarily in a standard office setting. Duties are typically performed at a desk or computer terminal; subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with a variety of City staff and others. At least minimal environmental controls are in place to assure health and comfort.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Revised by *Johnson & Associates LLC* June, 2006