



## **JOB TITLE: HUMAN RESOURCES TECHNICIAN**

Classification: Confidential  
Salary Range: 4

Retirement Type: PERS\*  
Revised/Board Approved: January 16, 2018

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**CONFIDENTIAL STATUS:** This is a Confidential position as defined in the Government Code, Section 3540.1 (c). "Confidential employee" means any employee who, in the regular course of his or her duties, has access to, or possesses information relating to, his or her employer's employer-employee relations.

### **BASIC FUNCTION:**

The Human Resources Technician provides basic, front-line support in a shared-services office environment to ensure HR-related transactions are handled in a courteous and timely manner. Under the direction of the Human Resources Director, this position performs technical and clerical support duties in the areas of employee benefits, recruitment, new hire processing, maintenance of personnel records and files, and the preparation of various reports. Provides information using current District systems and assistance in-person and on the telephone to District personnel, students, and the general public regarding personnel matters. Coordinates District wide programs and activities, as assigned.

### **REPRESENTATIVE DUTIES:**

Perform a variety of technical and clerical duties such as greeting visitors, responding to email, and directing visitors as appropriate. Prepare, review, and process a variety of documents including COBRA/direct pay correspondence, benefits enrollment/changes, new hire paperwork, educational reimbursements, completed performance reviews, attendance incentives, EDD forms. Make necessary computations and gather pertinent data, including backup documentation for management review and approval, as needed.

Screen and prioritize incoming calls and determine what contact or action is required for satisfactory disposition. Respond to inquiries or requests for information or refer to supervisor, as appropriate.

Facilitate in-processing of new employees including fingerprinting and scheduling of tuberculosis assessments and pre-employment physical examinations. Maintain results from exams and tuberculosis assessments.

Process a variety of payroll and personnel documents for new student workers and temporary non-classifieds. Gather pertinent data, including backup documentation as needed. Address problems and incomplete payroll and personnel paperwork as appropriate. Ensure paperwork is accurate, processed in a timely manner, and in compliance with District policies/procedures and federal/state requirements.

Input, update and maintain HR databases and related information systems. Enter and verify database transactions.

Set up and maintain confidential employee files and records in accordance with established guidelines and procedures. Ensure files of terminated employees are properly archived. Ensure that employee and applicant records are stored in compliance with record retention policies.

Provide information and assistance in person or on the telephone to District personnel, students, and the public regarding a variety of personnel matters, such as job availability, personnel regulations, policies and procedures. Interface with Payroll and other campus departments to resolve problems and assist employees in obtaining information and services. Conveys information when appropriate or refers individuals to upper management when appropriate.

Prepare, type, update, monitor and maintain a variety of forms, reports, bulletins, records, schedules, lists and files according to established procedures; verify and post information as necessary to assure completeness and accuracy.

Process unemployment insurance election forms to assure timely response on claims; follow-up on claims; prepare materials for hearings; maintain related files.

Draft and produce letters, memorandums, emails, and other forms of written correspondence according to established procedures and for supervisory review/approval.

Assist and support the Benefits Specialist with data processing, correspondence, filing, special events, and other benefits-related matters as needed.

Assist in screening applications during peak recruiting periods upon request. Screen applicants according to established procedures. Refer qualified applicants to search committee. Seek guidance from more senior-level HR personnel to determine if applicants meet minimum qualifications.

Assist in the preparation of personnel-related items that are to be submitted to the Board.

Coordinate department-sponsored functions, as assigned, such as special events, workshops, seminars, etc. Arrange with vendors, facilities, catering, accommodations, etc. Coordinate production and/or distribution of event materials.

Maintain and modify department's website. Test, maintain, and ensure functionality of links. Monitor website for consistency, cross-referencing, and compliance with District standards.

Performs other related duties as assigned or requested.

## **JOB QUALIFICATIONS:**

### Education and Experience:

Any combination equivalent to: graduation from high school and two years of office support experience. Experience within a human resources environment is preferred.

## **OTHER QUALIFICATIONS:**

### Knowledge/Areas of Expertise:

Methods, best practices, terminology and procedures commonly used in human resources.

Record-keeping techniques.

Telephone etiquette.

Modern office practices, procedures and equipment.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Abilities/Skills:

Ability to learn and become familiar with District organization, operations, policies and objectives.  
Ability to learn applicable sections of collective bargaining agreements, State Education Code and other state and federal laws, codes and regulations.  
Ability to learn and become familiar with various human resources related software applications.  
Interpersonal skills using tact, patience and courtesy.  
Perform technical and clerical support duties in the areas of employee benefits, automated systems and maintenance of personnel records and files, and the preparation of related materials.  
Prepare and maintain confidential personnel records, files, and complex reports.  
Assure compliance with district, county, state and federal regulations and guidelines.  
Provide information and assistance to employees, supervisors, visitors and others in a helpful and professional manner.  
Ability to learn and apply rules, regulations and related procedures consistently and accurately.  
Communicate effectively both orally and in writing.  
Operate a variety of office equipment including a computer.  
Proof work for accuracy.  
Establish and maintain cooperative and effective working relationship with others.  
Meet schedules and time lines.  
Understand and follow oral and written directions.  
Work with discretion and confidentiality.

Licenses or Other Requirements:

**WORKING CONDITIONS:**

Office environment  
Subject to constant interruptions  
Dexterity of hands and fingers to operate office equipment  
Sit for extended periods of time  
Hear and speak to exchange information on the telephone or in person  
Lift up to 25 lbs.

\* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.