

City of South San Francisco  
Human Resources Department

**Human Resources Technician**

Class Description

**Definition**

Under general supervision, provides paraprofessional support work in several human resources functional areas of recruitment and selection, training and organizational development, employee relations, benefits, communication, occupational health and safety, and special projects; provides difficult, technical and/or specialized office and administrative support to the human resources function; and does related work as required.

**Distinguishing Characteristics**

This is a paraprofessional classification, requiring well-developed office support skills and the ability to independently apply technical and specialized rules, regulations, policies, procedures, and activities related to the human resources function. Assignments may be in any area of the human resources function, but will normally be somewhat specialized in a limited number of areas to ensure efficient service delivery to City departments and employees. This class is distinguished from other City technical/office administrative support positions by its emphasis on the human resources function. It further differs from professional positions within the department by the responsible paraprofessional, technical, and recordkeeping duties, requiring the use of independent judgment and the constant contact with employees and the public. Some evenings and weekend work is required.

**Typical and Important Duties**

1. Interprets, applies, and explains questions concerning rules and regulations, policies and procedures, memoranda of understanding, employee benefits, and organizational development and training.
2. Provides support to the employee relations functions; researches proposals and issues with other agencies and through the internet; maintains a current knowledge of labor relations legislation, issues, and activities; interprets and applies collective bargaining language; coordinates grievance and complaint processes; drafts language for memoranda of understanding; takes and transcribes labor negotiations minutes; follows-up on identified negotiations issues.
3. Provides administrative support to organizational development and training functions; coordinates City-wide training; develops informational materials regarding training opportunities; schedules trainers and facilities; arranges for the reproduction and distribution of training materials; maintains records of employee attendance and progress; and assists in the selection of trainers and training programs.
4. Processes a variety of human resources related documents, such as DMV pull program, workers' compensation claims, employee evaluations, sick leave requests, and employment verification; conducts surveys and responds to surveys from other public agencies.

5. Provides research assistance in a variety of areas, such as employee relations, training, benefits, occupational health and safety, and communications.
6. Prepares detailed and confidential correspondence, reports, forms, invitations, graphic materials, and specialized documents related to the department from drafts, notes, brief instructions, corrected copy, or dictated tapes; proofreads materials for accuracy, completeness, compliance with departmental policies, correct formatting, and correct English usage, including grammar, punctuation, and spelling.
7. Writes, edits, and publishes the department's newsletter; writes and edits a variety of human resources documents for distribution to employees, management, and the public.
8. Coordinates the Citywide employee recognition program; processes annual employee-of-the-year nominations; processes monthly employee recognition nominations for customer service and other service excellence programs; organizes the annual employee recognition events.
9. Coordinates and may participate in a variety of committees and task forces; such as the Customer Service Committee; schedules meeting rooms and arranges for refreshments; notifies participants, prepares agendas, and ensures information is compiled and duplicated; takes and prepares summary or action minutes of such meetings.
10. Coordinates staff reports and other correspondence to the City Council and Personnel Board; coordinates Personnel Board meetings; prepares and distributes agendas; takes and transcribes minutes; schedules rooms; and notifies participants and other interested persons of proceedings.
11. Assists in budget preparation by tracking monthly expenditures, researching items, and recommending changes; processes bills and invoices for payment ensuring coding to the correct line item budget; prepares and transmits a variety of financial documents, including payroll; maintains records of purchase orders, payroll, expense statements, and other fiscal transactions.
12. Receives visitors and telephone calls; provides information to City staff, other organizations, and the public, requiring the use of judgment and the interpretation of policies, rules, and procedures.
13. Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, preparing contracts and agreements, making travel preparations, and arranging for equipment purchase and maintenance.
14. Establishes and maintains office and specialized files; researches and compiles information from such files; purges files as required.
15. Oversees and personally attends to a variety of office administrative details, such as preparing purchase requisitions, payroll documents, and personnel documents; arranges for the maintenance of office equipment; transmits information; keeps reference materials up-to-date; and processes incoming and outgoing mail.
16. Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other department-specific equipment.
17. May train others in work procedures; may direct the work of hourly or volunteer staff on a project or day-to-day, short-term basis.
18. Prepares a variety of reports, records, correspondence, and other written materials.

19. Performs related duties and responsibilities as assigned.

### **Job-related Qualifications**

#### Knowledge of:

- Basic principles, practices, and concepts of human resources administration and record keeping in a public agency setting.
- Standard office administrative practices and procedures, including the use of standard office equipment.
- Business letter and report writing and the standard format for reports and correspondence.
- Computer applications related to the work, including word processing, database, presentation, graphic, and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- Basic principles of equal employment opportunity and affirmative action.
- Basic functions and activities of a City government.
- Research techniques and practices.
- Techniques for dealing effectively with the public and City staff, in person and over the telephone.
- Newsletter publishing practices and procedures.

#### Ability to:

- Read, interpret, apply, and explain rules, regulations, policies, and procedures regarding the City's human resources activities.
- Perform technical, specialized, complex, and difficult office administrative work requiring the use of independent judgement.
- Analyze issues and resolve administrative and procedural problems.
- Compose correspondence and reports independently or from brief instructions.
- Establish, maintain, and research departmental files.
- Make accurate arithmetic calculations.
- Make oral and written presentations and reports, including drawing conclusions and formulating recommendations.
- Write and edit employee publications.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Use initiative and independent judgment within established procedural guidelines.
- Organize own work, set priorities, and meet critical deadlines.
- Maintain confidentiality regarding sensitive information.
- Establish and maintain effective working relationships with applicants, employees, city officials, labor unions, and the general public.
- Take a proactive approach to customer service issues.
- Recommend process improvement changes to streamline procedures.
- Work in a safe manner, following City safety practices and procedures.

- Learn and utilize job-related computer applications.
- Direct the work of others on a project or day-to-day basis; train others in work procedures.

Skill in:

- Using a personal computer and associated applications.
- Word processing and database management with speed and accuracy sufficient to perform assigned work.
- Rapid note taking and accurate transcription of own notes.

### **Experience and Training**

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Three years of progressively more responsible human resources paraprofessional support or general clerical experience, which includes experience in dealing with the public. Experience working in the public sector is desirable.

Training:

Equivalent to graduation from high school, including or supplemented by courses in business administration, computer operation, and office practices. Six months of additional experience as described above may be substituted for some of the supplemental training.

### **Licenses and Certificates**

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.
- May be required to obtain and maintain certification as a Notary Public.

### **Special Requirements**

Essential duties require the following physical skills and work environment:

Physical Skills:

Able to use standard office equipment, including a computer; sit, stand, walk, and maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone, and to make presentations; lift and carry 35 pound boxes, files, and materials.

Work Environment:

Work in a standard office environment, and in the field at times to conduct recruitment, testing, training, and benefits administration activities.

Ability to:

Travel to different sites and locations; locations; drive safely to different sites and locations; maintain a safe driving record; maintain a neat and clean appearance; work protracted and irregular hours and evening meetings or off-shift work for meeting attendance or participation in specific projects or programs; available for evening meetings.

**Additional Information:**

- Approved: July 1997
- Revised Date: July 2000, May 2002, June 2003, June 2007
- Former Titles: Personnel Clerk, Personnel Technician
- Abolished:
- Bargaining Unit: Confidential
- DOT: No
- Status: Classified/non-exempt
- Job Code: O265