



Human Resources Technician II

DEFINITION

Performs a variety of responsible paraprofessional, technical and support duties for recruitment and selection, employee benefits, classification and compensation, training, performance evaluations, Workers' Compensation, employee relations, department billing and other human resources functions, programs and projects. Responsibilities include regularly working on tasks that are varied and complex and problem-solving complex issues.

DISTINGUISHING CHARACTERISTICS

This classification is single incumbent journey level paraprofessional in the Human Resources technician classifications series. The Human Resources Technician II performs assignments with discretion and independent judgment. The incumbent relies on experience and judgment to ensure the efficient and effective functioning of the work performed. The work involves problem-solving of unique issues or increasingly complex problems without precedent and/or structure. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products. Successful performance of the work requires frequent use of tact, discretion and independent judgment, and extensive employee, public, and organizational contact.

The Human Resources Technician receives general supervision from the Human Resources Manager and may receive technical and functional supervision from higher-level positions in the Human Resources department.

EXAMPLES OF DUTIES

Typical duties may include but are not limited to the following:

- Create, maintain and update electronic employee records, ensures accuracy in data; data is transmitted to finance for pay and benefit purposes.

- Utilizes HRIS system to input, prepare, and maintain a variety of information and records; interface and coordinate with payroll function; creates and generates related human resources and payroll reports; prepares Federal and state compliance reports, as needed.
- Works closely with Business Systems Analyst to troubleshoot and test HRIS transactions;
- Trains and provides technical assistance, to District staff, for employee self service and manager self service; creates job aides for employee and manager self service transactions.
- Trains Human Resources staff to serve as back up for HRIS transactions and for benefits administration, including but not limited to, assisting with employee leave requests, benefit inquiries, generating reports and processing benefit program payments.
- Provides administrative support for setting up and managing payments for contracts and professional services agreements.
- Assists in preparing employee training; schedules, assigns and maintains employee training data.
- Provides information, interpretation and assistance to employees and supervisors, the public, other public agencies and others in response to inquiries regarding District employment opportunities and requirements, benefits, policies, procedures, and other human resource functions and activities.
- Develops and implements plans for recruitments as requested by Analyst or Senior Analyst, including preparation and distribution of job announcements, selection and placement of advertisements and determination of opening and closing dates.
- Assists with reviewing and evaluating job applications; schedule, and administer written, oral, performance/practical tests; conduct briefings and debriefings of examination board members; and compute and review test results.
- Conducts orientations for newly hired employees, including providing information related to District policies and procedures as well as benefit enrollment.
- Coordinates benefits for employees and retirees, responding to inquiries and contacting insurance carriers and/or third-party administrators, when needed, to resolve problems; process enrollments and/or changes and to keep abreast of the vendors benefit offerings in order to optimize benefit usage.
- Tracks and maintains employee leave of absence records such as FMLA, CFRA.
- Monitors and prepares payments of various insurance premiums.

- Conducts and responds to routine surveys concerning classifications, salaries, benefits, and human resources practices of other agencies.
- Coordinates District-wide events, such as the employee recognition awards ceremonies.
- Prepares and maintains a variety of complex records, reports and files including Federal and State reporting, position control, salary history, negotiated agreements, personnel files, and related matters.
- Performs a variety of responsible clerical and administrative work in support of the division, including direct in-person and telephone assistance, mail processing, photocopying, and preparation, duplication, assembly and distribution of documents and ordering and coordinating supplies and equipment.
- Assists with reviewing and evaluating job applications; schedule, and administer written, oral, performance/practical tests; conduct briefings and debriefings of examination board members; and compute and review test results.
- May provide work direction, instruction, and/or review to less experienced, part-time or volunteer staff on a project or day-to-day basis.
- Builds and maintain positive working relationships with co-workers, other District employees and the public, using principles of good customer service.
- Performs related duties as assigned.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Techniques and practices of human resources, including recruitment/selection and benefits coordination.
- Federal, State, and District requirements and regulations related to recruitment/examination, benefits, and other human resources related activities.
- Modern office practices, procedures, methods, and equipment including word processing spreadsheet use, and data information and management systems.
- Employee database modules to create, update and maintain electronic employee records.
- Advanced knowledge of word processing functions and spreadsheet functions for billing and report processing and analysis.
- Grammar, spelling, punctuation, vocabulary, and modern English usage.
- Arithmetic and basic mathematical calculations, including computation of mean and median.

Ability to:

- Perform technical support functions related to recruitment/selection, benefits, classification/compensation, training, employee relations, and other human resources activities;
- prepare and maintain confidential, technical, and statistical records and reports, and make recommendations as appropriate;
- understand, interpret, and apply rules, regulations, and guidelines;
- use initiative and sound independent judgment within scope of responsibility;
- work with the public and internal service customers in a tactful and effective manner; obtain information through questioning; work with interruption, and effectively handle multiple assignments;
- communicate clearly and concisely, both orally and in writing;
- interpret, edit, and proofread written materials; keep complete and accurate records and files;
- type at a speed necessary for adequate job performance;
- use modern office equipment including a computer, calculator, facsimile machine, and photocopier;
- establish and maintain effective working relationships with those contacted in the course of work;
- follow applicable safety rules and regulations;
- depending upon job assignment drive a vehicle;
- travel to alternative work locations and offsite meetings.

Training and Experience: Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

- Experience: Five years of increasingly responsible technical, administrative or secretarial human resources support work. Public sector experience involving extensive public contact responsibilities is preferred.
- Training: Equivalent to the completion of the twelfth grade. Additional specialized training in office management, human resources management, or a related field is preferred.
- SAP or equivalent ERP software experience in a payroll, HR, or accounting environment, is highly desirable

OTHER REQUIREMENTS

- Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100 “all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.”

LICENSES AND/OR CERTIFICATIONS

- Depending upon job assignment possession of or the ability to obtain an appropriate California driver's license issued by the State Department of Motor Vehicles and satisfactory driving record.

PHYSICAL DEMANDS AND WORKING CONDITIONS

During the course of performing job duties the employee will need the mobility to work in a standard office setting, use standard office equipment such as a personal computer, word processing and data base software, calculator, a copy and/or fax machine; enter and retrieve data from personal computers and terminals via keyboards which is often performed while sitting for extended periods of time; operate office equipment requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously. The employee frequently stands, walks, bends at neck and waists, twists at neck and waist, uses repetitive hand movement, uses simple and power grasping with both hands, uses fine manipulation of both hands and fingers, and may require use of the arms above the shoulder, climb or balance; stoop, kneel or crouch. This position requires that the employee demonstrate adequate hearing and speech to converse in person and over the telephone, and vision to read printed materials and use a computer screen. The employee is occasionally required to lift and carry short distances objects such as reams of copier paper, office supplies, files, books, printed materials and other packages weighing up to 10 to 25 pounds.

The noise level in the work environment is quiet to moderate noise. Position may require the ability to work overtime and weekends as needed.

To be successful in this job, an individual must be able to satisfactorily perform each of the listed duties. These duties are representative of the knowledge, skill and/or ability required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and functions of the position. Requests for reasonable accommodation should be directed to the Human Resources Manager.

Established: April 2026

Revised:

Approved by: Human Resources Manager