

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Human Resources Technician	Job Family: 2
General Classification: Professional	Job Grade: 20

Definition: Under general direction, perform varied paraprofessional and technical duties in a variety of program areas, including recruitment and selection, classification and compensation, benefit administration, employee engagement, wellness programs and employee training and development, and perform other duties as assigned.

Distinguishing Characteristics: This a paraprofessional and confidential position with technical and specialized responsibility in various activities in the Human Resources Department. This classification performs a variety of personnel-related assignments and requires considerable use of analytical ability where incumbents are required to exercise a reasonable degree of independent judgment. Requires specialized knowledge of Citywide and personnel-related policies, procedures, and practices, as well as applicable Federal and State laws and regulations. All responsibilities and duties must be performed in a confidential and tactful manner utilizing good judgment.

Receives general supervision from assigned management staff.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Interprets rules and regulations, contracts, policies and procedures, and applies such interpretation in the performance of assigned responsibilities.
2. Provides technical assistance to City employees and Human Resources Department staff on issues related to assigned responsibilities.
3. Conducts surveys and compiles data; performs research and statistical analysis and prepares related reports, manuals, and policies.
4. Coordinates with the Finance and Administrative Services Department to maintain the City's position control.
5. Responds to requests for information from employees and/or the general public over the phone, in person, and email regarding a variety of Human Resources programs.
6. May act as the administrator for the department's specialized software programs, including the human resources module of the payroll/Human Resources Information System (HRIS) software; assists in developing application of specialized software to improve employee access of employment data; creates documents and processes in the effort to streamline the department's business processes; analyzes HRIS data and generates reports.

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7. Assists with the day-to-day operations of the City's employee benefit and insurance plans, including coordinating and monitoring paperwork related to COBRA, DOT, pull notice, and other programs.
8. Verifies personnel action documents related to employee status changes, including new hires, merit and salary increases, promotions, transfers, separations, specialty pay, and inputs data into the automated HRIS system.
9. Assists with the coordination of recruitments, which includes creating the job announcement, posting job announcements on-line, preparing and posting electronic announcements and social media campaigns, scheduling and coordinating written exams and oral board interviews, preparation of oral board and other testing materials, creating and maintaining eligibility lists, and developing letters for the candidates.
10. Assists with the preemployment and postemployment processes for new hires, to include scheduling of preemployment medical examinations, scheduling of new hire orientations with Human Resources Analyst, and preparing new employee benefit package and hire letters mailed to new employees.
11. Assists with updating job descriptions and Personnel Policies and Procedures.
12. Monitors the employee performance evaluation process; sends notifications to departments of upcoming performance evaluations; reviews and processes the performance evaluation.
13. Assists with conducting and responding to salary surveys for classification and compensation reviews.
14. May coordinate projects or special events relating to a division or departmental programs such as City training and recognition.
15. Compiles statistical information and reports related to payroll, position control, and compensation using the HRIS system.
16. Builds and maintains positive working relationships with the public, coworkers, and other City employees using principles of exceptional customer service.
17. Maintains and monitors personnel files; manually and electronically files personnel transactions in personnel files; coordinates the destruction of records within the records retention guidelines.
18. Performs related duties as assigned.

Minimum Qualifications:

Knowledge of: Principles and practices of human resources administration; principles and practices of Federal, State and local laws, codes, and ordinances related to human resources; City policies and procedures; working knowledge of human resources information systems programs; recruitment and selection processes; benefits administration; classification and compensation plans; records management; employee training and development; operation of personal computers (i.e., word processing, spreadsheet, and data base programs); proper English usage, spelling, punctuation, and grammar; business writing and basic report preparation; basic mathematical calculations and general statistics; modern office procedures, methods, and computer equipment.

Ability to: Research and analyze data collection and write reports; process information and data; review, analyze, and make recommendations to solve administrative problems; recognize program needs and develop strategies to implement more efficient systems and procedures; read, analyze, and interpret information such as rules, laws, and procedures and effectively apply them in a work situation; perform complex and detailed technical work, including arithmetic and calculations, with considerable independence; accurately analyze and enter data into the HRIS system; accurately and thoroughly complete assignments under the pressure of deadlines while effectively handling several assignments at once; work independently with minimal supervision; prioritize assignments; develop and maintain accurate record-keeping systems; maintain confidentiality; use good judgment in dealing with sensitive issues; communicate effectively, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work; provide exceptional customer service; operate a personal computer using Windows environment software, including Microsoft Word, Excel, and the department's HRIS and applicant tracking systems; type 35 wpm or a speed necessary for successful job performance.

Experience and Training Guidelines: Combination of experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

College coursework equivalent to an associate of arts degree. Two years of increasingly responsible human resources-related office support or three years of administrative clerical experience with extensive customer service. A bachelor's degree from an accredited

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college or university may substitute for one year of the required experience. Experience with a public-sector agency is highly desirable.

Required License or Certificate: Possession of a valid California driver's license.

Established: March 1, 2002

Revised: September 2010, April 2023

HRD/CLASS SPECS

.Human Resources Technician