

CITY OF REDWOOD CITY HUMAN RESOURCES TECHNICIAN

DEFINITION

To perform generalist paraprofessional work in support of the human resources function for specified operating departments in the areas of employee benefits and services, recruitment and selection, classification and compensation, employee relations, and employee personnel information; to provide varied office support to the human resources function; to provide information and assistance to City management, employees and the public; and to perform related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is a paraprofessional class that provides generalist human resources administration and support to professional staff in the administration of human resource functions and benefits programs. Successful performance of the work requires knowledge of the concepts of: personnel administration, employee benefits, workers' compensation, recruitment and selection, classification and compensation, and employee relations. Analytical skills and the ability to work independently and interface with a variety of employees and members of the public are required. This class is distinguished from the Sr. Human Resources Analyst in that the latter is a professional and lead class, which has responsibility for the administration of specified human resources functions for assigned City departments and City-wide programs.

SUPERVISION RECEIVED AND EXERCISED

Direction is provided by a Senior Human Resources Analyst and other senior management personnel. Project direction of office support staff may be required.

EXAMPLES OF ESSENTIAL AND IMPORTANT DUTIES

1. Performs a variety of paraprofessional and office administrative work related to employee benefits, workers' compensation, safety and wellness, recruitment and selection, classification and compensation, employee relations, and the human resources function for City departments.
2. Coordinates employee insurance plans for medical, dental and vision care, and the processing of documentation associated with the California Public Employees' Retirement System (CalPERS).
3. Coordinates employee medical, dental and vision insurance plans; group life, accidental death and dismemberment and short-and long-term disability programs, including researching problems and handling appeals; provides similar support for the State unemployment Insurance program, including researching and responding to claims. Confers with service providers and/or staff of third-party administrators for benefits and workers' compensation;

- interprets plan policy and procedural requirements, coverage documents, responds to employee questions and complaints and attempts to mediate benefit problems.
4. Provides local coordination/administration required for the Public Employees' Retirement System; provides information to employees and managers regarding entitlements and payment options; interfaces with PERS staff regarding enrollments and impending employee retirements, and retired employee questions or problems. Coordinates annual benefits open enrollment process.
 5. Coordinates various specialized benefits programs, such as deferred compensation, cafeteria payments and leave processes, such as leave of absence, family medical leave, voluntary time off and benefit continuation during such leaves, and monitor and coordinate leaves for employees out on industrial disability due to workers' compensation.
 6. Prepares materials, using draft or revised previously prepared materials required for employee recruitment and selection, such as job announcements, advertisements, application forms, selection materials, applicant notices, eligibility lists and certification documents.
 7. Orders standard testing materials; arranges for testing times and sites; and assists in proctoring and scoring test materials; schedules, coordinates and may observe oral interview processes.
 8. Arranges for pre-employment processing, including physical examinations; processes and enters into the personnel/payroll system personnel action forms and other documents required for new employees.
 9. Assists in the coordination of the City's Workers' Compensation program for both active and retired employees. Provides assistance to City departments regarding worker's compensation; processes forms and payment invoices; maintains contact with and provides information to insurance carriers and third-party administrators.
 10. Assists in the coordination of the City's classification and compensation functions.
 11. Monitors timing and processes forms related to employee performance appraisals and merit salary increases.
 12. Assists in the coordination of grievances and related materials for the employee relations program; assists in coordination of review of documents for conformance to MOU documents.

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13. Researches, compiles and summarizes a variety of information to prepare periodic and special reports; prepares correspondence and a variety of reports and written materials.
14. Maintains varied records and files for employees and assigned human resources functions.
15. Uses standard office equipment, including a computer, in the course of the work; may drive a motor vehicle to visit various City work sites and attend meetings and examination processes.
16. Performs work with a record of regular attendance and punctuality.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Basic principles, terminology and practices of public agency human resources and benefits administration functions.

Standard office practices and procedures, including filing and the operation of standard office equipment.

Word processing and computer spreadsheet applications related to the work.

Record keeping principles and practices.

Business arithmetic.

Correct business English, including spelling, grammar and punctuation.

Techniques for dealing with employees and the public, in person and over the telephone.

Ability to:

Prepare clear and concise reports, correspondence and other written materials from brief oral or written instructions or prior materials.

Interpret, apply and explain personnel rules, regulations and procedures.

Compile, summarize and maintain accurate records and files.

Make accurate arithmetic calculations.

Operate standard office equipment, including a personal computer.

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Type at a net rate of 50 net words per minute from printed copy.

Use initiative and independent judgment within established procedural guidelines.

Organize own work, set priorities and meet critical deadlines.

Deal successfully with employees and the public, in person and over the telephone.

Experience and Training Guidelines:

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

Experience:

Three years of office administrative or clerical support experience. Experience in a public agency human resources setting is highly desirable.

Education:

Equivalent to graduation from high school supplemented by course work in personnel, office administration or a field related to the work.

Special Requirements:

Essential and Important duties require the following physical abilities and work environment:

Mobility to work in a typical office setting and use standard office equipment, vision to read printed materials and a computer screen, and hearing and speech to communicate in person or over the telephone.

Specified positions may require a valid California Class C driver's license and a satisfactory driving record.

Effective Date: July 2011

Bargaining Group: Redwood City Management Employees' Association