



Human Resources Technician

Category: Classified
Pay Grade: C20
Job Code: 20120

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs entry level technical human resources work administering and coordinating human resources rules, policies, and procedures; supports the implementation of human resources policies; explains human resources procedures to all levels of employees.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Performs technical and administrative level assignments in any combination of human resources functions including total rewards, employment, employee relations, training, volunteer services, communications, and other human resources programs;
- Provides front desk coverage by answering incoming calls or assisting walk-ins and directing to the appropriate party or providing information as needed;
- Assists managers and supervisors to compile and provide information in person and via employee newsletters, hiring/promotional lists, newspaper advertisements, and other publications or programs requiring employee participation or support;
- Oversees the volunteer program, promotes and assists with volunteer events, and represents the County at Volunteer Recognition Events held by participating departments throughout the year;
- Coordinates desktop publishing efforts for publications, recommends format, design, and prepares camera ready copy for printing;
- Performs editorial responsibilities as assigned by supervisor, including content proofing and authorization to print;
- Assists others and provides technical support in the administration of a broad range of employee benefits assistance and/or insurance programs including health, wellness, dental, life, retirement, employee assistance, and related tasks;
- Communicates with and assists employees, visitors, and the public about human resources matters, policies, and procedures on behalf of the department;
- Instructs employees and the public about county job opportunities, benefits, services, functions, organizations, and provides available written instructions, reference materials, and supplies;
- Prepares and distributes electronic registers, posts applications to the website, and ensures employment advertising is placed in a timely and accurate manner;
- Provides technical users with application documentation and training programs on proper use of equipment and software;
- Conducts intake interviews and evaluates complaints to determine the appropriate venue for assistance;
- Makes referral recommendations;
- Conducts special projects and research on administrative matters for management;
- Assists with investigations of workplace problems;
- Documents and analyzes employee relations and performance management activities, issues, and trends;
- May provide the purchasing function for the department;

- Responds to users' requests to generate reports and may perform modifications to existing programs using statistical software packages or programs;
- Establishes user categories and access limitations to system resources and trains users' countywide to operate departmental computer applications;
- Performs information processing duties, data entry, and retrieval, routine information terminal operations, and programming/reprogramming as needed;
- Provides subject area training for managers and supervisors;
- Performs technical analysis, prepares regular or special reports, and assists in completion of the full range of human resources related projects and assignments;
- Administers background check and employee fingerprinting program; and
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Associate's degree with major coursework in human resources, personnel administration, business, public administration, or a related field and two (2) years of technical or professional experience in personnel or human resources administration, or Bachelor's degree with major coursework in human resources, personnel administration, business, public administration, or a related field; and three (3) years of technical or professional experience in human resources or human resources administration applications or; an equivalent combination of education, training and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to demonstrate more advanced proficiency, competency, and satisfactory completion of regularly assigned work in an independent manner. Appointing Authority retains discretion to employ an incumbent at this level or advance the incumbent non-competitively or competitively after a candidate meets the minimum qualification to an in-line career ladder position within the same organization or department.
- Candidate to demonstrate competence, possess specialized training, or certifications in one or more specific human resources programs and functions.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of the principles and procedures of current office operations;
- Knowledge of human resource or personnel functions, practices, policies, and procedures.
- Ability to analyze data, prepare reports, and maintain filing system;
- Ability to perform technical computations and statistical tabulations and prepare reports based upon the findings;
- Ability to understand and follow oral and written instructions and express oneself clearly and concisely, orally and in writing;
- Ability to respond to inquiries or complaints with tact and courtesy;
- Ability to operate a personal computer and other automated systems to enter and retrieve information, monitor work performed, and to communicate information in reports, etc.;
- Ability to establish and maintain effective working relationships with customers, superiors, fellow employees, and others.

PHYSICAL/MENTAL DEMANDS

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.