SOUTH COAST WATER DISTRICT

HUMAN RESOURCES TECHNICIAN

DEFINITION

Under general supervision, performs a variety of responsible paraprofessional, technical, and office administrative human resources support functions, including benefits administration for active and retired employees; assisting in the recruitment, testing, and selection of staff; provides office administrative and secretarial support to the Department manager; prepares, reviews, and distributes personnel and human resources information systems records; assists in completing various personnel surveys, studies and reports; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Human Resources Manager. No supervision of staff is exercised.

CLASS CHARACTERISTICS

This experienced-level paraprofessional class is responsible for conducting day-to-day administrative and technical support activities in the human resources function and for providing a technical resource for organizational, managerial, and related analyses and studies. Successful performance of the work requires the frequent use of confidentiality, tact, discretion, and independent judgment, knowledge of Departmental and District activities, and extensive staff, public, and organizational contact. This class is distinguished from other office support classes by the nature, scope, complexity, and diversity of responsibilities involved in the human resources function.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

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

- Administration of health benefits including reconciliation of monthly invoices, conducts enrollments and distributes information regarding health and benefit plans; enters salary and benefit enrollment and changes into the computerized human resource system.
- Performs a variety of technical duties involved in the administration and monitoring of activities related to workers’ compensation; processes, records and monitors workers’ compensation report forms; maintains first aid, injury and OSHA logs; maintains workers’ compensation recordkeeping; communicates with third party administrator and medical personnel regarding claims.
- Administers short-term disability claims for employees with insurance carrier.
- Assists in performing job analyses and salary surveys.
- Performs administrative work related to multi-tiered employee benefits programs that include plans such as retirement, short and long-term disability, health, life, dental, vision, deferred compensation, and employee assistance. Enters annual benefit changes and payroll deductions into HR automated system.
- Coordinates the employee eligibility and payment computation for employee and retiree benefit and insurance programs with the payroll and accounting divisions.
- Administers annual enrollment of flexible health spending reimbursement program.
- Responds to employee and retiree inquiries, and interfaces with third-party administrators to resolve claim appeals.
- Assists in the recruitment selection of employees, including preparing advertisements and recruitment job flyers, coordinating recruitment processes, scheduling, and application screening.
Human Resources

Technician

 Writes, advertises, posts, and distributes job bulletins; sends written correspondence to apprise applicants throughout hiring process.
 Schedules and coordinates selection processes; screens applications for minimum qualifications; obtains raters for selection panels and arranges interviews involving employees and other parties.
 Prepares correspondence related to employment, selection procedures, and interview results; maintains forms and databases. Maintains recruitment records.
 Answers questions regarding open positions, applications procedures, employment procedures, and basic salary administration practices.
 Conducts orientations for newly hired employees and answers employee questions regarding benefits, open enrollment periods, and other information regarding employee benefits.
 Prepares and updates information in personnel database records, including new positions, terminations, and retirements.
 Maintains the District’s organizational charts.
 Assists in coordinating the development and implementation of policies and procedures and maintains employee handbooks, under the direction of the Human Resources Manager.
 Plays a key role in the annual performance evaluation process by notifying supervisors and managers of schedule; provides edits, changes and comments to reviewers, as well as pertinent accident, injury and attendance information. Amends HR system records of resulting reporting, salary and title changes.
 Attends to a variety of office administrative details, such as keeping informed of Departmental activities, transmitting information and schedules various employee meetings.
 Oversees and ensures that the office administrative functions of the Department are effectively carried out; recognizes and solves issues and problems in situations that may require the use of tact, independent judgment and skill in resolving conflicts.
 Organizes and maintains various administrative, confidential, reference, and follow-up files; purges files as required; may assist in the maintenance of the official records of the District and receives official documents as assigned.
 Plans, organizes and conducts various employee social events such as holiday luncheons and retirement celebrations.
 Operates standard office equipment, including job-related computer hardware and software applications, copier, facsimile and scanning equipment, and telephones.
 Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

 Basic principles and practices of human resources in a public sector setting.
 Policies and procedures related to recruitment, selection, classification, compensation, and benefits administration.
 Methods, techniques, and practices of data collection and basic report writing.
 Business letter writing and standard writing practices for correspondence and reports.
 Applicable Federal, State, and local laws, codes, and regulations.
 Records management and filing principles and practices.
 Business arithmetic and basic statistical techniques.
 Computer applications related to the work.
 English usage, grammar, spelling, vocabulary, and punctuation.
 Techniques for dealing effectively with the public, vendors, contractors, and District staff, in person and over the telephone.
 Techniques for providing a high level of customer service to the public and District staff, in person and over the telephone.

Ability to:
Interpret, apply, and explain policies, procedures, and practices of human resources administration.
Review human resources documents for completeness and accuracy.
Plan effective recruitment, testing and selection practices.
Maintain accurate and confidential human resources records.
Perform technical human resources support work.
Review, balance, and reconcile employee benefit records.
Maintain and produce accurate reports in a timely manner.
Make accurate arithmetic calculations.
Provide complex secretarial support to the department head, department operations, and other staff.
Enter and retrieve data from a computer with sufficient speed and accuracy.
Take notes rapidly and accurately transcribe own notes.
File materials alphabetically, chronologically, and numerically.
Organize own work, coordinate projects, set priorities, meet critical time deadlines, and follow up on assignments with a minimum of direction.
Operate modern office equipment including computer equipment and software programs.
Use English effectively to communicate in person, over the telephone and in writing.
Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
Establish and maintain effective working relationships with those contacted in the course of the work.

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:

Four years of increasingly responsible administrative office support experience including two years in a human resources support position.

Training:

Equivalent to completion of the twelfth grade, supplemented by specialized human resources management, benefits administration, business administration or general office coursework. Associates degree is desirable.

License or Certificate:

Valid California class C driver license with a good driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.
ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The specific statements shown in each section of this classification description are not intended to be all-inclusive. They represent the essential functions and minimum qualifications necessary to successfully perform the assigned functions. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.