

HUMAN RESOURCES TECHNICIAN

MAJOR FUNCTION

This is a technical position that is responsible for the record keeping in the Human Resources Department, including but not limited to, personnel files, database information, orientations and processing new hires.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.

- Processes the paperwork for all personnel transactions, including new hires, transfers, promotions, terminations, and evaluations.
- Ensures paperwork is processed correctly and sent to the appropriate department.
- Maintains and ensures the accuracy of the information in the Human Resources Information Database. Responsible for making corrections to the information as required.
- Responsible for posting all in-house vacancies and media advertisements for help wanted advertisements. Maintains records and produces reports.
- Maintains and updates employee personnel files and responds to inquiries for personnel information.
- Processes all new employees on the initial orientation, ensuring paperwork is completed, and schedules monthly orientation.
- Performs background checks on all applicants and employees who are required to undergo periodic checks.
- Assists in the management of office including files, personnel records, meeting schedules.
- Maintain control files of matters in progress and follows up to ensure that actions are completed.
- Receives and screens office visitors and telephone calls. Greets and refers customers and visitors, pleasantly and courteously.
- Answers a telephone system, makes referrals, takes messages, and directs incoming calls appropriately.
- Provides information within scope of knowledge or refers customers to appropriate individuals.

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- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

SECONDARY FUNCTIONS

- Performs other duties as assigned

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.

SUPERVISION

This position has no supervisory responsibility.

EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS

Education and Experience

High school diploma or general education degree (GED) and two years clerical training or experience, preferably in a human resource environment; or an equivalent combination of education and experience.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

Language Skills

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of the organization.

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

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Problem Solving Abilities

- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Requires some judgment in selection of procedures, methods, tools, or equipment to accomplish tasks.

Specialized Skills and Abilities.

- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

Machines and Equipment.

This employee will be required to operate a computer, calculator, telephone, fax machine, copy machine, and other general office equipment in the completion of the tasks of the position.

PHYSICAL DEMANDS

While performing the duties of this job, the employee will regularly be required to walk, stoop, kneel, crouch, or crawl; will frequently be required to sit, use hands to finger, handle, or feel, reach with hands and arms, and talk or hear; and will occasionally be required to stand and to lift up to twenty-five pounds. Vision requirements are close, distance, color, and peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level for this job is moderate.

Established: 10/99

Pay Grade: 9

Job Description Number: 6115

Category: 6

Status: NE

Revised: 10/2006