CLASS TITLE: HUMAN RESOURCES TECHNICIAN II

BASIC FUNCTION:

Under the direction of an assigned administrator, perform a variety of technical and clerical duties in support of the College human resources operations and activities; process new and returning hourly staff and student workers; provide information and assistance to employees, job applicants, and the general public regarding College human resources functions, policies and procedures; prepare and maintain a variety of manual and automated personnel files, records and reports.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Perform a variety of technical and clerical duties in support of College human resources operations and activities; resolve personnel-related issues and concerns with discretion and confidentiality; refer more difficult or sensitive issues to supervisor as needed.

Process new and returning hourly staff and student workers according to established procedures; collect and process Personnel Authorization Forms (PAF), Job Referral Forms (JRF) and other related employment forms; follow-up on incomplete or missing forms; forward new employee information to payroll and other departments; communicate with others regarding compliance for international student workers. Prepare and submit related portions of monthly Board agenda.

Input a variety of employee information and other data into appropriate computer system; maintain automated employee records and files; generate computerized reports as requested; assure accuracy of input and output data. Perform maintenance and support duties in automated employment administration system.

Serve as an informational resource to employees, job applicants and the general public; respond to inquiries and provide information regarding job opportunities, minimum qualifications and personnel functions, policies and procedures; distribute and assist applicants with completing required forms.

Establish and maintain a variety of personnel files and records according to established policies and procedures; update records and files with employee information as needed.

Compile and maintain packets of information for new employees; ensure adequate inventory of current component materials; ensure current documents available on website for self-service and reference purposes.

Compose a variety of correspondence including inter-office communications, lists, notices, forms, letters, memoranda and other materials; disseminate bulk mailings as requested; provide research
support as requested.

Perform variety of clerical duties related to assigned activities such as answering phones, verifying employment, greeting visitors and duplicating materials as assigned. Perform support tasks related to recruitment activities.

Operate a variety of office equipment including a calculator, copier, fax machine, typewriter, computer and assigned software.

Communicate with personnel and various outside agencies to exchange information and resolve issues or concerns.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Human resources office functions, practices and procedures.
Practices and procedures related to classified and/or certificated personnel.
Applicable laws, codes, regulations, policies and procedures.
Operations, policies and objectives relating to human resources activities.
Record-keeping and report preparation techniques.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Telephone techniques and etiquette.
Modern office procedures and record-keeping techniques.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Operation of a computer and assigned software.
Technical aspects of field of specialty.
Data entry and retrieval techniques.
Mathematical computations.

ABILITY TO:
Perform a variety of technical duties in support of human resources operations and activities.
Participate in the recruitment, screening and processing of new personnel.
Provide information and assistance to employees, job applicants and the general public regarding personnel functions, policies and procedures.
Prepare and maintain a variety of manual and automated personnel files, records and reports.
Prepare announcements for job openings and place advertisements.
Learn organizational operations, policies and objectives.
Interpret, apply and explain rules, regulations, policies and procedures.
Distribute, screen and process employment applications and other personnel-related documents.
Maintain confidentiality of sensitive and privileged information.

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Compose correspondence and written materials independently.
Type or input data at an acceptable rate of speed.
Understand and follow oral and written instructions.
Operate a variety of office equipment including a computer and assigned software.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Meet schedules and time lines.
Complete work with many interruptions.
Determine appropriate action within clearly defined guidelines.
Make mathematical computations with speed and accuracy.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: college level coursework in business, human resources or related field and three years increasingly responsible clerical or human resources or related experience.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.
Constant interruptions.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information in person and on the telephone.
Sitting or standing for extended periods of time.
Seeing to read a variety of materials.
Bending at the waist, kneeling or crouching to file materials.