

## **HUMAN RESOURCES TECHNICIAN**

### **DEFINITION**

Under general supervision, performs a variety of responsible paraprofessional, technical, and office administrative human resources support functions, including assisting with the recruitment, testing, and selection of employees, employee onboarding, salary administration, leaves of absence, HRIS database management, and employee training; prepares, reviews, enters, and maintains human resources information systems files and records; provides responsible technical and clerical support to professional staff in the Human Resources Division; and performs related work as required. This position requires access to confidential information that is used to contribute significantly to develop management positions in collective bargaining.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision. Exercises no supervision of staff.

### **CLASS CHARACTERISTICS**

This is an experienced-level paraprofessional class in the Human Resources Division responsible for performing the full range of technical work in all of the following areas: recruitment, testing and selection, classification, compensation, HRIS database management, and employee training and orientation, in addition to performing a variety of record-keeping, administrative, and technical support activities. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and College activities, and extensive staff, public, and organizational contact. This class is distinguished from the Human Resources Analyst in that the latter is a professional-level classification that requires a four-year degree.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)**

1. Participates in the recruitment, testing, and selection of faculty, management, confidential, supervisory, short-term, and classified positions, including preparing advertisements and recruitment job flyers, coordinates recruitment processes, and schedules and coordinates written performance tests and interviews; advertises, posts, and mails job bulletins; screens applications based on minimum requirements; conducts employment examinations; develops screening materials; prepares and sends confirmation materials and notification letters to applicants; and may serve as an EEO representative during screening and selection processes.
2. Schedules and coordinates selection processes; coordinates selection panels and arranges interviews involving employees and other parties.

3. Notifies candidates at all steps of the selection process, as assigned; processes employee pre-placement physical examination paperwork.
4. Coordinates Department of Justice/fingerprint live scan process for required classifications, maintains documentation in HRIS (Banner), and documents clearance in employee personnel files.
5. Maintains the on-line applicant tracking system and provides training and support to all end users; answers questions regarding open positions, application procedures, employment procedures and basic salary administration practices.
6. Responds to requests for employment verification.
7. Assists in coordinating and attending job fairs.
8. Reviews and verifies employee information and data; establishes and maintains employee personnel files and records in the College's human resources information system (HRIS).
9. Conducts and coordinates orientations for newly hired employees; answers employee questions regarding employment policies, procedures and other concerns.
10. Processes personnel transaction action forms and other related documents, and enters data into HRIS regarding salary, employment status changes, promotions, terminations, resignations and retirements; coordinates with payroll regarding payroll deductions and leaves of absence.
11. Reviews applicant salary information, transcripts, degrees, work experience and related materials to ensure appropriate salary placement in a timely manner.
12. Accurately calculates and implements salary changes in the College's employee human resources information system (Banner), updates salary schedules, and coordinates with Fiscal and Payroll services as necessary to ensure accurate and timely employee compensation.
13. Evaluates, analyzes, and maintains the HRIS; works with end users in report writing, system troubleshooting, table maintenance, and high level data audits; actively participates in system enhancement and upgrade efforts; develops and executes test scripts for HRIS maintenance or upgrades; conducts unit/system testing; coordinates HRIS training activities.
14. Administers the Employment Eligibility Verification process, including completing Form I-9 to document verification of the identity and employment authorization of each new employee (both citizen and noncitizen) ensuring that the form is completed properly and timely, examining evidence of identity and employment authorization within the prescribed time, certifying the employee's first day of employment, signing and attesting to the completion of the Form I-9, and maintaining accurate files.
15. Facilitates employee exit interviews.
16. Interprets, applies, explains, and ensures compliance with Federal, State, and local laws and regulations concerning human resources programs.
17. Participates in special human resources projects and programs and prepares annual and special reports related to assigned functions and programs; coordinates and integrates program services and activities with other agencies and College departments.
18. Receives and screens visitors, telephone calls, and emails, providing a high level of customer service to both external and internal customers; provides information to

College staff, other organizations, and the public, requiring the use of judgment and the interpretation of complex policies, rules, procedures, and ordinances.

19. Provides general administrative support to the Human Resources functions, including preparing correspondence, memoranda, and reports, performing front desk customer service, data entry, filing, receiving and appropriately routing correspondence, and maintaining schedules and records.
20. Receives, reviews, and processes subpoenas for employee records.
21. Organizes and maintains various administrative, confidential, reference, and follow-up files; purges files as required.
22. Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones.
23. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
24. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
25. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
26. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
27. Prepares and delivers oral presentations related to assigned areas as required.
28. Performs other related or lower classification duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Basic principles and practices of the human resources function in a public agency setting.
3. Policies and procedures related to recruitment, selection, classification, compensation, and benefits administration.
4. Methods, techniques, and practices of data collection, data entry, and basic report writing.
5. Business letter writing and standard writing practices for correspondence.
6. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
7. Record-keeping principles and procedures.
8. Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.
9. English usage, grammar, spelling, vocabulary, and punctuation.
10. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

### **Skills & Abilities to:**

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Interpret, apply, explain, and ensure compliance with federal, state, and local laws, rules, regulations, policies, procedures, and practices of human resources administration.
5. Review human resources documents for completeness and accuracy.
6. Administer effective recruitment, testing, and selection practices.
7. Maintain accurate and confidential human resources records.
8. Perform detailed human resources office support work accurately and in a timely manner.
9. Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
10. Respond to and effectively prioritize multiple phone calls and other requests for service.
11. Compose correspondence and reports independently or from brief instructions.
12. Accurately calculate employee compensation.
13. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
14. Establish and maintain a variety of filing, record-keeping, and tracking systems.
15. Understand and follow oral and written instructions.
16. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
17. Operate modern office equipment including computer equipment and specialized software applications programs.
18. Use English effectively to communicate in person, over the telephone, and in writing.
19. Understand scope of authority in making independent decisions.
20. Determine appropriate course of action using judgment according to established policies and procedures.
21. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
22. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
23. Utilize employee/payroll information systems (Banner).

### **Education and Experience:**

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

1. Equivalent to an Associate's degree from a regionally accredited college in human resources management, business or public administration, or a related field; and
2. Two (2) years of technical or paraprofessional human resources support experience in a public agency setting preferred.

A Bachelor's degree in Business Administration (with a related emphasis) or directly related field may qualify incumbents for an increased pay grade.

A Bachelor's degree in Technical Management (with a related emphasis) or directly related field may qualify incumbents for an increased pay grade.

A Master's degree in Public Administration or directly related field may qualify incumbents for an increased pay grade.

**Desirable Qualifications:**

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

**Licenses and Certifications:**

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

**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 College 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 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. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

## **ENVIRONMENTAL ELEMENTS**

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

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