

**CITY OF CARLSBAD
CLASS SPECIFICATION**

JOB TITLE: **HUMAN RESOURCES TECHNICIAN
SENIOR HUMAN RESOURCES TECHNICIAN**

DEPARTMENT: **HUMAN RESOURCES**

BASIC FUNCTION:

Under general supervision, to perform technical support work involved with recruitment and selection, employee training and development, health and welfare benefits and workers' compensation; and to do related work as assigned. Strives for process improvement for greater effectiveness.

DISTINGUISHING CHARACTERISTICS:

Human Resources Technician: This is the entry level classification for employees in the human resources technician series. Employees in this classification normally work under close supervision performing a group of repetitive or closely related duties according to established procedures. Generally, work is observed and reviewed both during its performance and upon completion, and changes in procedure or exceptions to rules are explained in detail as they arise. This level is distinguished from the Senior Human Resources Technician which has a higher level of both technical and analytical responsibilities.

Senior Human Resources Technician: A Senior Human Resources Technician works under general supervision and, within a framework of established procedures, is expected to perform a variety of human resources duties with only occasional instruction or assistance. Adequate performance at this level requires the knowledge of departmental procedures and policies, maintaining compliance, and the ability to work independently and offer alternative solutions in solving problems and in achieving greater effectiveness.

KEY RESPONSIBILITIES:

These are representative duties. The emphasis on certain duties will vary depending on the job assignment.

Recruitment and Selection

Conducts a variety of recruitment activities, including but not limited to: developing job announcements; determining test criteria and screening methods; monitoring, screening and evaluating applicants for basic compliance with position requirements; scheduling interviews for examinations and final selection; proctoring and scoring examinations; maintaining records of test scores; verifying employment references; conducting follow-up pre-employment processing, such as, scheduling physicals, fingerprinting, identification card photos, etc.; establishing eligibility lists and coordinating final selection of candidates.

Ensures accurate records; exam plans, test results and notification processes in the applicant tracking system; explains policies and procedures to applicants; prepares and maintains eligibility lists.

Benefits

Processes a variety of personnel documents, reports and records in areas including, but not limited to, leaves of absence, benefits enrollments and changes, and unemployment benefits.

Assists employees with disability applications and coordinates leaves of absence with employees and supervisor to appropriate benefits are applied and accurate timecard reporting.

Processes monthly benefit billings and reconciles invoices. Interfaces with benefit vendors to resolve billing conflicts.

Coordinates open enrollment, prepares employee communication, responds to employee and vendor inquiries. Updates benefit documents in electronic files, intranet, and for new hire orientation.

Assists in benefit orientation design. Prepares materials and/or formats for new hire orientation. Processes new hire documentation.

Responds to employee inquiries related to benefits and leaves.

Workers' Compensation

Administers daily activities of the workers' compensation program. Files claims, tracks and coordinates applicable leaves and pay. Coordinates claims and communication with the third-party administrator, supervisor, and employee to ensure timely progression of claim filing, treatment, and payment of appropriate wages and benefits.

Prepares reports depicting injury/illness status, identifying appropriate timecard reporting, and providing alerts for milestones, such as salary continuation, disability benefits, and treatment highlights.

Coordinates reconciliations of misapplied wages, wage replacement benefits, disability benefits, and leave benefits.

Human Resources Information System (HRIS) Data Entry

Reviews Personnel Action Forms (PAFs) for accuracy and verifies appropriate supporting documentation; ensures requested transactions conform to current policies, Memoranda of Understanding and city rules and regulations. Obtains final HR approvals and processes PAFs.

Processes transactions in HRIS in preparation for payroll. Runs HRIS reports as needed.

Training & Development

Monitors employee onboarding for a consistent new hire experience.

Ensures and tracks citywide compliance of all state mandated trainings.

Reviews training materials and designs communication pieces or online components.

Surveys participants of various training programs and records data and other training information.

Coordinates the logistics and assists with planning for all citywide training and development programs and events.

Works with outside agencies to coordinate and arrange training, including venue, schedule and presenter.

General Duties

Conducts new hire orientation.

Conducts salary and benefit surveys; responds to survey inquiries; provides general employment information to both internal and external clients.

Assists with citywide general program administration including DOT, DMV and other programs as assigned.

Maintains and distributes current employee information, policy and procedure information and other communications as appropriate.

Coordinates Requests for Proposals (RFPs).

Verifies employment of city employees to the public in accordance with related policies and procedures.

Maintains HR homepage for respective area of assignment.

Maintains personnel files and records.

Represents the department at internal or external meetings as assigned.

Performs other duties as assigned or requested.

QUALIFICATIONS

To perform a job in this classification, an individual must be able to perform the essential duties as generally described in the specification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties in a specific job. The requirements listed below are representative of the knowledge, skills and abilities required.

Knowledge of:

- Human resource policies, practices, and procedures.
- MS Word and MS Excel or similar applications.
- Human Resources and payroll database record keeping systems.

Ability to:

- Demonstrate excellent customer service.
- Perform technical and administrative work exercising good judgment, initiative and accuracy.

- Exercise discretion and judgment in resolving problems.
- Learn and apply federal, state, local laws and regulations affecting human resource administration.
- Understand and apply City of Carlsbad municipal codes, policies, procedures, practices, and memoranda of understanding with bargaining units.
- Conduct surveys and other research and prepare reports.
- Understand, carry out, and develop verbal and written directions, forms, documents as needed.
- Establish and maintain filing systems.
- Operate computer systems and software applications used during the course of work.
- Organize work and meet deadlines and priorities.
- Work under minimal direction.
- Develop and maintain effective working relationships.
- Communicate effectively in written and verbal form.

The Senior Human Resources Technician will demonstrate the following in addition to above:

- Perform difficult, complex technical and administrative work involving the use of independent judgment, initiative and accuracy.
- Be familiar with and apply human resources best practices and federal, state, local laws and regulations affecting human resource administration and management.
- Identify opportunities for greater effectiveness and recommend best practices.
- Ensure compliance in area of assignment.
- Develop and run reports.
- Work independently.

EXPERIENCE AND EDUCATION

Any combination equivalent to the experience and education that could likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Equivalent to the completion of the twelfth grade, supplemented by specialized training or college coursework in the administrative occupational field

Three years of progressively responsible clerical, technical or administrative experience. Experience and knowledge of the Human Resources field is desirable.

The Senior Human Resources Technician will demonstrate the following in addition to above:

College coursework in an applicable area of Human Resources or a related field, and

Four years of progressively responsible technical or administrative experience, including three years of experience in the human resources field.

PHYSICAL STANDARDS

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands and fingers to handle, feel or operate standard office equipment; and reach with hands and arms. An employee is frequently required to walk and stand. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office and computer equipment as necessary during the course of the work assignments.

While performing the duties, employees of this class are regularly required to use written and verbal communication skills; read information and documents; observe and interpret people and situations; learn and apply new information or skills; perform detailed work; and interact with staff and others encountered in the course of work.

Incumbents may occasionally need to travel to various city locations or to off-site meetings as necessary and as the assignment demands.

DATE APPROVED: September 18, 2023