



JOB DESCRIPTION

Human Resources Technician

Date Prepared: August, 2016

SUMMARY: Under basic supervision, performs a variety of complex technical duties in the Human Resources Division; performs related duties, as required.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to the following:*

- Provide responsible and technical assistance in the analysis, implementation, and monitoring of departmental programs, Human Resources systems and MUNIS software modules.
- Modifies and updates the City's intranet and website.
- Function as a liaison between Human Resources and Information Technology Divisions.
- Perform research and statistical analyses.
- Assist with budget projections.
- Attend various professional organization meetings, Committee meetings, department-related meetings, workshops and other regulatory meetings as a representative of the City.
- Author correspondence; maintain accurate project records, documents, and supporting material for department and ensure their proper disposition.
- Assists with Workers' Compensation; short term disability; employee performance evaluation processes.
- Assist with employee benefits administration.
- Assist with recruitment and hiring processes.
- Utilize extreme discretion when dealing with the public and employees on sensitive, confidential matters.
- Assist with general office reception and other duties, as assigned.
- Operate a variety of office equipment, including computer-related software, scanners, photocopiers, fax machines, and printers.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

High school diploma OR GED equivalent, supplemented by 30 college semester units in a related field AND two years information technology experience with hardware and software operations. Proficient experience in Tyler Technologies - MUNIS system is highly desirable.

Knowledge of:

- Modern office practices of Human Resources operations and activities.
- Human Resources policies and procedures governing the retention and release of confidential information.
- Family Medical Leave Act (FMLA) and California Family Rights Act (CFRA) regulations.
- City rules, procedures, policies, precedents, and functions.
- Office procedures and equipment, including computers and supporting word processing and database applications, specifically MUNIS.
- English usage, spelling, grammar, and punctuation; basic mathematical principles.
- Pertinent federal, state, and local laws, codes, and regulations.

Skill in:

- Providing timely, courteous and efficient customer service.
- Communicating clearly and objectively both verbally and in writing.
- Understanding and thoroughly carrying out oral and written instructions.
- Organizing with the ability to prioritize work and exercise independent judgment, wisdom, common sense, and initiative.
- Performing a variety of administrative duties in support of Human Resources programs.
- Responding to employee inquiries and requests for information within established guidelines.
- Maintaining accurate and complete employee records and files.
- Maintaining accurate and efficient typing speed for successful job performance.
- Operating office equipment.
- Handling multiple priorities.
- Using patience, tact, and courtesy in dealing with the public; working harmoniously with departmental personnel.
- Establishing and maintaining effective working relationships with those contacted in the course of work, including City and other government officials, community groups, and the general public.
- Applying safe work practices.

LICENSE AND CERTIFICATION REQUIREMENTS:

Must possess a minimum of a valid California Class "C" driver's license upon hire and maintain throughout the length of employment with the City of Victorville.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in an office environment and in close proximity to other workers. Incumbent shall be exposed to those conditions normally encountered in a business office environment and is occasionally subject to outdoor examination settings with exposure to diverse weather conditions such as wind, heat, cold, and rain. Physical demands are moderate, consisting primarily of sitting, standing, walking, lifting, and carrying moderately heavy boxes up to 50 pounds and/or utilizing a hand dolly. Incumbent must be able to see and hear in the normal range, with or without correction, and communicate verbally and in written form with great facility, and must be able to be understood. Incumbent must have the stamina to work long hours and overtime, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts.

Department Head Approval

Date

Personnel Officer Approval

Date