



JOB DESCRIPTION

Senior Human Resources Technician

Date Prepared: April, 2014

SUMMARY: Under basic supervision, performs a variety of paraprofessional and technical duties, complex in nature, in a variety of human resources functions; performs related work, 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:*

- Perform technical and complex duties related to employee benefits, including health, dental, vision, COBRA, and disability insurance.
- Conduct new employee orientations.
- Review, verify, edit, and input personnel/benefit transactions; develop, maintain, and administer complex record keeping to include merit increases, promotions, transfers, terminations, retirement, and special pay provisions.
- Maintain employee personnel files.
- Assist with special projects.
- Act as a liaison with both payroll and insurance vendors in resolving complex eligibility and billing issues.
- Process Workers' Compensation claims.
- Process Employee Performance Evaluations.
- Maintain Position Control and Employee Master.
- Compose correspondence and memos; provide information and respond to inquiries in person, by telephone, via mail, or via electronic mail; interpret departmental and City policies, rules, regulations, and agreements, when necessary.
- Provide direct assistance to employees, outside agencies, and the general public.
- Respond to verifications and confidential government agency inquiries.
- 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 four years of experience in Human Resources with a governmental agency. 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.
- Americans with Disabilities Act (ADA) regulations.
- 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; and basic mathematical principles.
- Pertinent federal, state, and local laws, codes, and regulations.

Skill in:

- Providing efficient customer service and communicating clearly and objectively both verbally and in writing.
- Organizing with the ability to prioritize work and exercise independent judgment, wisdom, common sense, and initiative.
- Thoroughly carrying out oral and written instructions.
- 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.
- Understanding and following oral and written instructions; operating office equipment; handling multiple priorities; and providing timely and courteous customer service.
- Using patience, tact, and courtesy in dealing with the public; working harmoniously with departmental personnel; and following verbal instructions with minimum supervision.
- 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