

Menlo Park Fire Protection District

Human Resources Technician

(Non-safety, full-time, non-exempt, unrepresented confidential, benefited position)

Class Description

DEFINITION

Under general supervision, performs a variety of responsible paraprofessional, technical, and office administrative human resources support functions, including assisting with payroll operations, the recruitment and selection of staff, salary administration, insurance and benefit programs, and employee training and orientation; prepares, reviews, and distributes human resources information systems records; provides responsible technical and clerical support to professional staff; assists in completing various human resources studies and reports; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Human Resources Manager or Director of Administrative Services. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is an experienced level paraprofessional class responsible for performing the full range of technical work in all of the following areas: payroll administration, recruitment and selection, classification, compensation, and benefits administration, 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 District activities, and extensive staff, public, and organizational contact. This class is distinguished from the Human Resources Manager in that the latter has supervisory authority for technical, professional, and administrative support staff and participates in strategic planning.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

1. Administers the District's payroll function; prepares and monitors payroll; audits all timesheets; prepares payroll and verifies for accuracy; balances payroll and ensures appropriate salary/benefit cost distribution relative to the general ledger; assists employees with questions related to paychecks, timesheets, and tax withholding reports.
2. Participates in the recruitment and selection of employees, including preparing advertisements and recruitment job flyers, assisting in coordinating recruitment processes and interviews.
3. Maintains the District's Human Resources Information System, confidential personnel files, medical records, etc.
4. Coordinates background check process for required classifications.
5. Performs administrative work related to multi-tiered employee benefits programs that include plans such as retirement, long-term disability, health, life, dental, vision, employee assistance program, and worker's compensation.
6. Works with third party administrator on workers' compensation claims.

7. Enters benefit enrollment, contributions, and changes into related databases; ensures accuracy of this information particularly related to service credit and retirement tiers.
8. Administers I-9 program, including issuing forms to new employees, verifying eligibility of employment, completing and signing off on forms, and maintaining accurate files.
9. Conducts and coordinates orientations for newly hired employees and answers employee questions regarding benefits, open enrollment periods, and other information regarding employee benefits.
10. Processes employee terminations, including Consolidated Omnibus Budget Reconciliation Act (COBRA) paperwork.
11. Performs related payroll functions including payroll tax returns and the reconciling to accounting records; prepares and submits regular reports to state and federal agencies; serves as a liaison with payroll vendor regarding payroll system concerns.
12. Responds to employee and retiree questions and complaints, and may interface with medical insurance providers and insurance representatives.
13. Interprets and applies Federal, State, and local laws and regulations concerning human resources programs.
14. Maintains employee handbooks and human resources policies and procedures, under the direction of supervisory and management staff.
15. Attends labor management meetings with management staff and takes notes.
16. Participates in special human resources projects and programs including training programs, open enrollment, and related events; coordinates and integrates program services and activities with other agencies and District departments.
17. Receives and screens visitors, telephone calls, and emails, providing a high level of customer service to both external and internal customers; provides information to District staff, other organizations, and the public, requiring the use of judgment and the interpretation of complex policies, rules, procedures, and ordinances.
18. Provides general administrative support to the human resources function, including preparing correspondence, memoranda, and reports, performing reception functions, processing mail, performing data entry, and maintaining schedules and records.
19. Organizes and maintains various administrative, confidential, reference, and follow-up files; purges files as required.
20. Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones.
21. Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles and practices of the human resources function in a public agency setting.
- Policies and procedures related to recruitment, selection, classification, compensation, and benefits administration.
- Public agency finance and account functions, payroll processes and techniques, employee benefits processes as they relate to payroll, and laws, rules, regulations, procedures, and office practices related to the processing and recording of payroll and financial transactions related to employee benefits.
- Record keeping, information processing requirements and rules and policies related to the production of an employee payroll.
- Principles and practices of auditing payroll documents.
- Methods, techniques, and practices of data collection and basic report writing.
- Business letter writing and standard writing practices for correspondence.

- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Interpret, apply, and explain policies, procedures, and practices of human resources administration.
- Review human resources documents for completeness and accuracy.
- Administer effective recruitment and selection practices.
- Review payroll and other financial documents for completeness and accuracy.
- Review, post, balance, reconcile, and maintain accurate and confidential payroll records.
- Maintain accurate and confidential human resources records.
- Review and reconcile employee benefit records.
- Perform detailed human resources office support work accurately and in a timely manner.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate arithmetic and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand and follow oral and written instructions.
- 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.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

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:

Equivalent to an Associate of Arts degree in human resources management, business or public administration, or a related field, and two (2) years of technical human resources support experience in a public agency setting. Additional education may be substituted for up to one (1) year of the required experience.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; 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. Employees 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

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Approved: January 2011

Revised Date: June 2013

Former Titles: Administrative Specialist

Abolished:

Bargaining Unit: Unrepresented, Confidential

ADA Review:

DOT:

Physical: Class

Status: Non-exempt

EEOC Category:

Resolution #: 1658-2013

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