

CITY OF BIG BEAR LAKE

CLASS SPECIFICATION

Class Title: Human Resources Technician

Class Code Number: 2020

Position Designation: Clerical/Confidential

Division: Human Resources

General Purpose of Position

The purpose of this position is to perform operations level functions of the Human Resources Division through complex clerical and para-professional duties. This position reports directly to the Human Resources Manager.

RESULTS STANDARDS

Results Standards set guidelines for the quality and correct procedure expected when performing any task for the City of Big Bear Lake

- I. **Customer Service:**
Government service is provided in a professional and effective manner with an emphasis on responsiveness and accessibility to both employees and the public.
- II. **Community Relations:**
Community relations are enhanced through effective communication with the community and by way of the professional and exemplary conduct of each City employee.
- III. **Professionalism:**
Job duties are consistently performed in a legal and ethical manner consistent with the code of conduct and standards applicable and appropriate to the position and particular specialized area.
- IV. **Production:**
Employee labor products are of high quality and are produced in a timely and cost-effective manner.
- V. **Critical Thinking:**
Decisions are made utilizing appropriate problem identification, analysis, and evaluation processes with a continual emphasis on innovation, ethics, and professionalism.
- VI. **Teamwork:**
Goals common to the organization are achieved through cooperation, coordination, and the development of professional relationships.
- VII. **Professional Development:**
Employees are empowered to perform their jobs at the highest level and are encouraged to improve both personally and professionally. The overall quality of professionalism in the organization is improved through commitment, training, involvement, and education.
- VIII. **Leadership:**
Efficiency, effectiveness, and teamwork are promoted by all employees. The values of the City are properly communicated through the behavior of organizational leaders in a manner appropriate to their position.

FORMAT

CITY OF BIG BEAR LAKE

CLASS SPECIFICATION

Result Statements: (in bold) describe common results expected of the Division or results specific to a particular position.

Performance Standards (preceded by a ♦) describe the specific manner in which the associated Result Statement is achieved by this position. Multiple Performance Standards can be associated with each Result Statement and define the expectations for employee performance.

- A. The staffing needs of the city are met through providing professional recruitment and selection services.**
- ♦ Recruitment advertisements are placed in a timely manner
 - ♦ A room is reserved for interviews as needed
 - ♦ Panel members are scheduled for interviewing in a timely manner.
 - ♦ Applicants are contacted and interview dates/times are scheduled
 - ♦ Interview packets are prepared prior to interview time
 - ♦ Job offer letters are posted and applicants not selected for the position are notified that the position has been filled in a timely manner.
 - ♦ Applicants inquiries are responded to in a timely and appropriate manner.
 - ♦ Legally required information is secured from each employee prior to starting work. (I-9, W-4, city policies, etc.)
 - ♦ Physical exams are scheduled and background checks are run prior to successful applicants beginning employment
 - ♦ The form completion and tour/introduction portion of the orientation are completed in a timely manner for each new employee.
- B. The measurement of performance in the organization is facilitated through providing necessary resources, procedures, training, and support.**
- ♦ Performance evaluation forms are sent to the evaluating party 30 days prior to the due date of the evaluation
 - ♦ A current list of evaluation due dates is maintained and distributed to appropriate parties regularly
 - ♦ Personnel Action Forms's are completed when appropriate (e.g. status change, raise, etc).
- C. The classification system is developed and maintained in a professional and effective manner.**
- ♦ Support is provided as directed by the HR Manager or designee
- D. The compensation and benefits programs are evaluated and administered in a professional and effective manner.**
- ♦ Status change and other paperwork for insurance programs and deferred compensation are processed in a timely manner
 - ♦ Public Health Services Act paperwork is processed and insurance providers are notified (HIPPA) within the prescribed legal requirements of qualifying event.

CITY OF BIG BEAR LAKE

CLASS SPECIFICATION

E. Employee relation issues are handled in a professional, comprehensive, and effective manner consistent with an employee friendly organization.

- ◆ Memos are prepared in the event of any change, update, or discontinuance in HR policies/actions that affect employees as a whole (or significant portion).
- ◆ Memos are written clearly and sent out on time.
- ◆ Employees not responding to memos are contacted personally (either by phone or in person).
- ◆ Phones are answered in a timely and professional manner
- ◆ Answers to employee or citizen questions are prompt and accurate.
- ◆ Questions/ inquiries are routed to the appropriate party in HR and the employee or citizen is given an expected call back time.

F. Labor relations issues are handled in a professional, effective, and comprehensive manner consistent with an employee friendly organization.

- ◆ Support is provided as directed by the HR Manager or designee.

I. Excellence is maintained and projected in the Human Resources division through developing staff and developing new services.

- ◆ All scheduled training sessions are attended.
- ◆ Training is actively sought out and requested in order to develop professional skills
- ◆ Additional duties are sought out and/or performed to facilitate cross training and professional development.

K. Administrative support is provided to the Human Resources Division.

- ◆ Mail is screened and distributed daily
- ◆ Purchase orders and check requests are processed in a timely manner.
- ◆ Word processing requests are completed in a timely manner
- ◆ Requested research is completed in a timely manner (commensurate with the difficulty of the request)
- ◆ Files are maintained in an orderly and professional manner.
- ◆ ABRA is updated in a timely manner to ensure accurate personnel records.
- ◆ Appropriate levels of confidentiality and security are maintained when dealing with personnel files, personnel related documents, or other sensitive material and issues
- ◆ Personnel information is released with the necessary approval to appropriate parties

CITY OF BIG BEAR LAKE

CLASS SPECIFICATION

Qualifications

Education: A high school diploma or equivalent is required. An Associate's degree in human resources, business, public administration, or closely related field is preferred

Experience: Two years working in a human resources department or other similar employment with a heavy emphasis on data processing and computer work is required

Knowledge, Skills, Abilities, and Personal Characteristics

Knowledge of human resources activities including: payroll, benefits, and EEO/Labor law is required. Computer skills including knowledge of word processing, and spreadsheet software are required for the performance of job duties.

The individual should be able to exercise sound judgment, be able to plan, be well organized, have good verbal and written communication skills, work well under pressure, be proactive, be flexible, be cooperative, provide exceptional customer service, and maintain confidentiality. The individual should also be accurate, timely, and discreet.

Physical Requirements

The following requirements are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position may require extended periods of sitting. Light lifting (up to 25 lbs.) is required occasionally. This position requires manual manipulation of a keyboard, phone, and other standard office machines.

Tools

This position requires the use of a PC, word processing and spreadsheet software, and standard office equipment.

Work Environment

Work will be performed in an office at City Hall exposed to moderate levels of noise. The majority of work associated with this position will be performed sitting down, word processing or answering the phone. This position involves a substantial amount of contact with both employees and citizens both face to face and over the telephone.