General Statement of Duties

Serves as a working lead on a team that assists the human resources function by performing paraprofessional work coordinating and administering a variety of complex and specialized human resources functions (such as onboarding, payroll/retirement processing, personnel file management, and leave management.) Coordinates interviews and meetings. Enters data and runs reports. Checks the work of more junior roles.

Distinguishing Characteristics

This class is part of the Human Resources Technician job series. This job series encompasses the following job classifications and a summary of their essential job function is as follows:

- **Human Resources Technician I:** This job is the first level of a three-level series. The essential function of this job is to provide support to City human resources functions, perform entry-level HR functions relating to forms processing and data tracking, order supplies, answer phones, greet visitors, and respond to general inquiries.

- **Human Resources Technician II:** This job is the second level of a three-level series. The essential function of this job is to assist the human resources function by performing paraprofessional work coordinating and administering a variety of complex and specialized human resources functions (such as onboarding, payroll/retirement processing, personnel file management, and leave management.), coordinate interviews and meetings, enter data and run reports. May serve as a work lead to and quality check the work of more junior roles.

- **Lead Human Resources Technician:** This job is the third level of a three-level series. The essential function of this job is to serve as a working lead on a team that assists the human resources function by performing paraprofessional work coordinating and administering a variety of complex and specialized human resources functions (such as onboarding, payroll/retirement processing, personnel file management, and leave management), coordinate interviews and meetings, enter data, run reports, and check the work of more junior roles.

Guidelines, Difficulty and Decision-Making Level

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received & Quality Review

Under administrative supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.
**Interpersonal Communication & Purpose**

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, and/or presented and some degree of discretion and judgment are required within the parameters of the job function.

**Level of Supervision Exercised**

Performs lead work.

By position, supervises clerical and/or technical staff.

**Essential Duties**

Processes personnel actions in PeopleSoft, quality check entries, scan and prepare employee’s personnel files.

Performs lead work function on the team.

Contributes to the development of performance goals, documents performance, provides performance feedback, and provides information to inform the formal performance evaluation.

Trains new team members on the use of the Alfresco scan system and the electronic PA process in PeopleSoft.

Orients new OHR employees in the Records Team.

Answers team members’ technical questions.

Serves as point person on the Records Team with regards to the transition from PeopleSoft to Workday.

Enters electronic documents into scan system.

Records management duties in regard to the retention of employee’s personnel files and I-9 records.

Processes all request for extension of disciplinary actions and investigatory leave that require the OHR Director’s approval.

Responds to City Attorney and CORA requests.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

**Competencies**

Arithmetic/Mathematical Reasoning – Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, percentages, and formulas.

Customer Service - Works with customers to assess needs, provides assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.
Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reading - Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

**Knowledge & Skills**

Knowledge of human resources management policies, procedures, rules, and laws sufficient to be able to approve all of the various forms and paperwork associated with human resources management and to answer questions from customers.

Knowledge of hiring, classification, benefits, labor relations, negotiation, and federal, state and local employment regulations.

Skill in working with numbers and the sources of data and detail associated with the data.

**Education Requirement**

Graduation from high school or the possession of a GED, HISET or TASC Certificate.

**Experience Requirement**

Three (3) years of experience in an administrative environment.

**Education & Experience Equivalency**

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

None

**Working Environment**

Subject to pressure for multiple calls, inquiries, and interruptions.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

- **Hearing**: perceiving the nature of sound by ear.
- **Lifting**: raising or lowering objects weighing no more than 10 pounds, from one level to another.
- **Mental Demands**: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.
- **Sitting**: remaining in the normal seated position.
Stooping: bending the body by bending the spine at the waist.
Talking: expressing or exchanging ideas by means of spoken words.
Vision Near acuity: ability to see clearly at 20 inches or less.

### Background Check Requirement

- Criminal Check
- Employment Verification

### Assessment Requirement

None

### Probation Period

Six (6) months.

### Class Detail

- Pay Grade: A-618
- FLSA Code: N
- Management Level: 8
- Established Date: 9/21/2018
- Established By: Lori Schumann
- Revised Date:
- Revised By:
- Class History: