



**CITY OF HAWTHORNE HUMAN
RESOURCES DIVISION
HUMAN RESOURCES TECHNICIAN**
Classification Specification
(Classified)

DEFINITION

Under direct supervision, performs paraprofessional duties in human resources which requires a high degree of discretion and judgment; provides technical assistance and support in the areas of benefits administration, recruitment and selection; and performs other duties as required.

SUPERVISION RECEIVED

The Human Resources Technician works under the supervision of the Human Resources Manager or designee.

DISTINGUISHING CHARACTERISTICS

This position is distinguished from the Personnel Analyst or Human Resources Analyst by the technical and routine nature of the duties.

EXAMPLES OF DUTIES AND RESPONSIBILITIES

The following is a list of typical duties assigned to the Human Resources Technician. The duties included on this list are examples and are not intended to be all-inclusive or restrictive.

- Provides confidential, technical assistance in recruitment and selection, benefits administration and general human resources duties.
- Answers routine questions from employees and the general public regarding provisions in the Memorandum of Understanding (MOU), human resources policies and procedures.
- Conducts new employee orientations.
- Attends Civil Service Commission meetings.
- May attend training conferences and meetings.
- Assists with promotion and development strategies for recruitment and retention of personnel; and with external recruitment programs.
- Assist with the coordination of job recruitments and exams.
- Compiles information to be used in classification studies, special studies and reports, and salary and benefits surveys; conducts telephone or mail surveys; and makes computations necessary to interpret survey data.
- Assists in the monitoring of employee benefits; prepares the monthly billing; assists in the investigation of labor relation issues, and answers related inquiries from employees and vendors.

- Prepares & maintains the COBRA database; Notifies and assists employees and/or their dependents with COBRA enrollment.
- Coordinates and maintains the division's Live Scan program.
- Assists in gathering data for the collective bargaining meet and confer process.
- Assists in the preparation of human resources related reports for public meetings, such as the Civil Service Commission, and City Council.
- Assists in the coordination and preparation of the Employee Benefits Fair.
- Assists in the coordination of the employee anniversary award program.
- Drafts routine correspondence, job advertisements and reports.
- Coordinates bilingual examinations.
- Updates and maintains human resources related items on the City's website and intranet services.
- Maintain sufficient cross-training to support the Human Resources Department.
- Perform other job-related duties as assigned

MINIMUM QUALIFICATIONS

Education, Training and Experience

- Graduation from high school or G.E.D. equivalent required; Possession of Bachelor's Degree from an accredited four (4) year college or university with major course work in social sciences, human resources, political science, public administration, business administration or related field is desirable. Specific course work, in-services, seminars, in public sector human resources is desirable; and
- A minimum of (3) years of increasingly responsible technical/administrative support experience as a Human Resources Assistant, Human Resources Aide, Intern or similar position for a local government agency human resources department; or an equivalent combination of education, training and experience.

Knowledge and Abilities

- Knowledge of testing and other human resource selection processes.
- Knowledge of employee compensation and benefit program administration.
- Knowledge of computer systems and commonly used software applications, such as WP, Word, Lotus, and Excel.
- Ability to conduct research, compile and summarize information.
- Ability to compose effective written correspondence and summary reports.
- Ability to read and comprehend written manuals of a technical and detailed nature.
- Ability to perform arithmetical computations and applying formulae.
- Ability to record and file keep, including information and documents of a confidential technical nature.
- Ability in oral communications and presentations.
- Ability in organizing and scheduling assigned work.
- Ability to follow written and oral instructions.
- Ability to establish and maintain effective work relationships with all levels of staff.

- Ability to operate personal computer and software applications.
- Ability to interpret and apply instructions, policies, directions and guidelines.
- Ability to shift focus rapidly to address emergency organizational needs without losing track of ongoing or preempted duties and responsibilities.
- Ability to perform responsibilities in a manner consistent with organizational goals and tenets.
- Ability to maintain positive public service orientation in contact with individuals inside and outside the organization.
- Ability to perform required duties and responsibilities maintaining confidential and privileged status of information and data.

SPECIAL REQUIREMENTS

Bilingual Preferred.

PHYSICAL DEMANDS

While performing the duties of this job, the employee may frequently drive to specific locations; works outdoors and within office setting. The employee is frequently required to walk, stand, stoop, kneel and use arms, legs and back to occasionally lift and/or move up to 25 pounds. This position also requires the ability to sit for up to three (3) hours at a time. Will use arms to reach and carry and use hands to operate, finger, handle objects and controls. Vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually quiet to moderate.

FLSA Status: Non – Exempt
Bargaining Unit: HMEA
Civil Service Status: Classified
Salary Range 27

Revised – November 2022