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## **HUMAN RESOURCES TECHNICIAN II**

### **DEFINITION**

Under direct supervision, performs a variety of routine human resources functions in support of the human resources department or an assigned college; assists with employee onboarding, data entry and organization, telephone reception, and filing; processes employee data and pay documents for temporary employees, part-time faculty and full-time overload faculty; provides information and assistance to the general public; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direct supervision from assigned supervisory or management personnel. Exercises no supervision of staff.

### **CLASS CHARACTERISTICS**

This is the journey-level classification in the Human Resources Technician series. Initially under close supervision, incumbents perform routine duties in support of human resources, including document preparation, record-keeping, researching, compiling, and organizing information from various sources, screening phone calls, visitors, and directing questions to the appropriate staff. As experience is gained, assignments become more varied and are performed with greater independence. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Eventually, positions will attain a level of experience to receive only occasional instruction or assistance as new or unusual situations arise and where they are fully aware of the operating procedures and policies of the work unit. Incumbents may work either in the District office or support human resources functions within a college as assigned. This classification is distinguished from the Human Resources Technician III in that the latter is the advanced-level classification, interprets rules, regulations, policies, and provisions for the medical leave process.

### **EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

- Performs a variety of clerical and human resources related functions supporting the accurate and timely payment of wages to part-time faculty and full-time faculty; assists in serving as a resource regarding campus and District policies and procedures and interpretation of collective bargaining agreement sections for part-time faculty or temporary employees.
- Prepares and distributes new-hire and orientation packets and conducts individual and group orientations; notifies appropriate staff of new hires to continue onboarding training as necessary; serves as a resource to new administration and staff in the hiring process; provides necessary forms and ensures proper completion; follows up as needed.
- Monitors temporary employees, part-time faculty, and classified hourly employees for California Public Employees Retirement System (CalPERS) membership compliance; updates human resources and payroll system files to establish CalPERS membership deductions; notifies employee and department of mandatory CalPERS membership and provides information or documentation as needed; completes related forms and verifies retirement or separation dates and unused sick leave; assists payroll department in processing CalPERS service credit buy-back; processes sick leave

transfers for part-time faculty employees; determines part-time and full-time overload faculty salary placement, and/or tracks, enters, and verifies part-time faculty cost-of-living adjustments on the campus Human Resources Information System (HRIS).

- Issues instructional or non-instructional contracts to part-time faculty and full-time faculty; works with other District and College divisions and departments to issue contracts for faculty instructional and non-instructional assignments in faculty load and compensation database; monitors progress of pending contracts and creates jobs for acknowledged assignments.
- Verifies and enters retroactive adjustments for additional pay, stipend, or other compensation for part-time and full-time faculty overloads; responds to requests and inquiries from employees regarding gross pay issues.
- Maintains accurate, detailed, and current records, verifies accuracy of information, researches discrepancies, and records information; maintains and updates HRIS; monitors and updates database and files and follows up as needed; notifies employees or supervisors of changes and updates as appropriate; reconciles invoices and processes payments.
- Verifies and reviews various benefit forms and reports, campus personnel forms, and payroll account balances for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files; and researches and resolves discrepancies.
- Serves as the initial contact for human resources office; answers or relays requests, telephone calls, electronic and regular mail; provides information to employees and the public on human resources programs and services; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from faculty and staff; directs callers to appropriate District staff as necessary.
- Composes, types, formats, edits, and proofreads a variety of human resources documents, including forms, checklists, memoranda, administrative, statistical, financial, and staff reports, and lists, calendars, and other related reports; checks drafts for punctuation, spelling, and grammar; makes or suggests corrections.
- Gathers, assembles, updates, and distributes a variety of human resources specific information, forms, records, and data as requested.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic principles, practices, and procedures of human resources administration.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Record keeping principles and procedures.
- Basic mathematical calculations.
- Principles and practices of data collection and report preparation.
- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

**Ability to:**

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty, and staff.
- Review and reconcile human resources documents for completeness and accuracy.
- Provide information regarding District human resources programs.
- Perform a variety of activities in support of the human resources programs; adapt to changing priorities.
- Work efficiently under pressure and many interruptions.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Learn, interpret, and apply College and departmental policies and procedures and collective bargaining unit agreement provisions.
- Compose correspondence and reports independently or from brief instructions; maintain records and databases.
- Maintain confidentiality of sensitive personal information of employees, former employees, and other matters affecting employee relations.
- Make accurate arithmetic computations.
- Learn and understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Maintain a variety of filing, record-keeping, and tracking systems.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized software application programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- 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 degree from an accredited college or university in human resources management, business or public administration, or a related field.

**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 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 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. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

**Salary Grade:** C1-50

**FLSA:** Non-Exempt

**EEO Code:** H-50

**Board Approved:** April 2021