

Code: 1127

Title: HUMAN RESOURCES TECHNICIAN III

SUMMARY: Performs technical and specialized work in the Recruitment & Selection, Benefits, FMLA/E-Verify or Records unit of the centralized Pima County Human Resources department. This classification is distinguished from the Human Resources Technician II classification by its focus on either Recruitment & Selection, Family Medical Leave Act (FMLA)/E-Verify related activities, state-related retirement plans, the county's LTD program, employee records, receipt of funds and balancing of accounts, provision of sensitive information of a legal nature and coordination of subpoenas and other legal documents. These duties are more complex and require a higher level of specialized in-depth knowledge than the other centralized HR-related clerical or paraprofessional classifications.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

GENERAL DUTIES

Creates, prepares and maintains common departmental and confidential client/employee records, in accordance with requirements of county, state and federal laws, rules, regulations, policies and procedures;

Maintains required security and confidentiality of all information encountered or created during the course of business;

Keeps abreast of changes/updates to federal, state or county laws, rules, regulations, policies and procedures relative to area of assignment;

Researches general and specialized information and prepares reports of findings, other routine correspondence, memoranda, operations manuals, and documents for supervisor review and approval;

Establishes and maintains specialized files and reference libraries;

Maintains specialized databases, inputs and retrieves data, and produces routine and adhoc computer reports;

Represents work unit in group presentations and meetings.

RECRUITMENT & SELECTION

Evaluates employment applications to determine qualifications of applicants for job classifications;

Assists and advises applicants in completing application, soliciting additional work history information when needed, and identifying required supplementary documentation;

Prepares, administers, scores and verifies employment tests, while maintaining security of all testing materials;

Uses specialized/automated databases and programs to screen applicants' eligibility for certification to departments;

Assists professional staff and client departments in preparing recruiting announcements and advertising copy;

Updates and maintains the County's applicant tracking system;

Works with vendor to troubleshoot problems with applicant tracking software and the County's IT staff to troubleshoot problems with computer hardware;

Verifies accuracy of vendor billings for work unit and prepares/submits for payment following County procedures.

BENEFITS

Counsels active and retiree clients on the availability and options available under the County's benefits and retirement plans and the LTD program;

Interacts with clients and beneficiaries to ensure clients and beneficiaries are knowledgeable and understand their options relating to the county's benefits and retirement plans and/or the LTD program and the potential effects of their selections;

Reviews client-submitted forms, applications and supporting documentation to determine completeness and accuracy and may assist clients with needed corrections;

Assists clients and beneficiaries with resolution of complex benefits problems with insurance providers/vendors by direct contact with providers/vendors;

Counsels surviving beneficiaries on procedures to receive/continue benefits and any monies due resulting from the death of a current employee or retiree;

Keeps abreast of changes to benefit plans, state retirement programs, Medicare and LTD industry issues and the potential effects such changes may have on clients and beneficiaries;

Calculates adjusted benefits premiums required from clients and advises them of same through direct contact or via the mails;

Processes and accounts for payments received from clients for benefits premiums and related financial transactions to include vendor payments;

Assists clients through the application process for state-related retirement plans;

Reviews reports and claims from contractors/vendors/service providers and identifies discrepancies and solutions for management attention/action;

Maintains comprehensive activity records and provides periodic reports to supervisor/manager;

Assists in the training of departmental benefits/insurance representatives in the processing of benefits-related documentation;

Assists departmental benefits/insurance representatives in resolving problems with the processing of benefits-related documentation;

Assists and participates in the planning, preparation and distribution of informational materials, forms and related materials for open enrollment activities;

May counsel clients on the availability of other insurance and related benefits programs available.

RECORDS

Completes and processes Subpoenas Duces Tecum received directly from messenger services and legal firms or forwarded by county departments;

Upon direction of the County Attorney's Office, forwards Subpoenas Duces Tecum to the appropriate unit of the County Attorney's Office;

Memorializes requests to county departments for copies of documents necessary to respond to subpoenas;

Coordinates all department responses of information requests to meet all court-ordered timeframes;

Creates affidavits for the Human Resources Director's signature;

Files exhibits with the Clerk of the Superior Court;

Maintains logs of subpoenas and information requested/provided under ARS § 25-513;

Verifies and processes Public Data Requests for commercial and non-commercial uses in accordance with established procedure;

Prepares written monthly reports and related correspondence for bus pass accounts and consigned tickets;

Performs and verifies the daily reconciliation of the cash drawer;

Maintains and updates ticket and bus pass prices and/or new sales items;

Creates and maintains Excel spreadsheets to reflect daily, monthly and fiscal year sales.

FMLA/E-VERIFY

Reviews employee and department requests for employee FMLA for completeness and accuracy;

Recommends approval of FMLA requests based on documents and certifications submitted;

Recommends denial for FMLA requests that do not meet federal guidelines or requests that are incomplete or missing documentation;
Coordinates with employees and/or Department Personnel Representatives (DPRs) to resolve incomplete FMLA requests;
Tracks employee progress while on FMLA and initiates reports to keep departments informed of employee status;
Enters employee FMLA information into specialized database to track FMLA hours and related data;
Tracks new hires using reports and spreadsheets to ensure appropriate I-9 paperwork is completed and submitted by DPRs on time;
Verifies accuracy and completeness of I-9 paperwork prior to submission to E-verify;
Coordinates with DPRs and employees directly when discrepancies are identified in submitted I-9 paperwork or E-verify submission results;
Tracks submission and file requirements for I-9 paperwork and E-Verify to ensure compliance with federal law and county policies and administrative procedures.

KNOWLEDGE & SKILLS:

Knowledge of:

- techniques for screening employment applications to determine applicants qualifications;
- maintenance and operation of automated applicant tracking systems;
- county and vendor billing processes and procedures;
- federal eligibility requirements and county procedures for FMLA entitlement;
- federal processing requirements and county procedures for E-verify;
- scope and content of state retirement plans available to Pima County employees;
- scope and content of county-provided insurance and related programs including LTD;
- business/legal English and basic statistical calculations;
- research techniques and reports writing;
- basic legal terminology;
- principles and techniques of client counseling;
- county processes/procedures for calculation, collection and accounting for funds;
- legal time constraints and deadlines imposed by law relative to area of assignment;
- departmental, county, state and federal laws, rules and regulations for the creation and maintenance of sensitive client/employee-related documentation.

Skills:

- reviewing employment applications to determine applicant qualifications;
- grading tests and entering data into specialized databases;
- interpreting requirements for assigned county-provided benefits and insurance programs;
- interpreting federal and state laws or regulations relative to area of assignment;
- counseling clients on benefits plans and identifying options available;
- assisting clients in the preparation of required documentation for benefit plan coverages and modifications of same;
- gathering information and preparing routine legal documents;
- communicating effectively;
- researching and mediating client problems with contractors/service providers;
- maintaining required security and confidentiality of information created or encountered during the course of assigned duties;
- conducting basic research, compiling data, and preparing reports for management consideration;

- creating and maintaining client files in compliance with county, state and federal laws, rules and regulations;
- calculating benefit program premiums and adjustments;
- use of computer-based resources to create, track and report information and activities;
- assisting departmental benefits/insurance representatives in processing of benefits-related documentation and the resolution of client problems with benefits providers;
- assisting employees and DPRs in accurately and completely filling out FMLA requests and I-9 paperwork;
- creating and delivering benefits-related information to clients, management and affected parties.

MINIMUM QUALIFICATIONS:

EITHER:

(1) Six years of experience performing personnel and human resources related clerical or paraprofessional support activities which included at least two years of experience in processing or screening employment applications or employee benefits-related documentation. (An Associate's degree or at least 60 semester hours from an accredited college or university with a major in personnel, human resources or a related field may be substituted for two years of general experience.)

OR:

(2) Five years of experience with Pima County in a clerical or paraprofessional classification in a personnel or Human Resources functional area, which included at least two years of experience in processing employee new hire paperwork or benefits-related documentation. (Two years of experience as a Departmental Personnel or Benefits/Insurance Representative is qualifying experience for the specialized requirement.)

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require a valid Arizona Class D driver's license at the time of appointment or prior to completion of initial/promotional probation. Some positions may require fluency in English and a second language, as determined by the Appointing Authority. Positions assigned E-Verify related duties and responsibilities require appropriate certification by the U.S. Government.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.