

Code: 1566

Title: HUMAN RESOURCES TECHNICIAN I

SUMMARY: This classification is unique to the centralized Human Resources Department. Provides technical support to a Human Resources program or programs.

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

Greets employees and the public, answering their program general questions or directing them to the appropriate area;

Screens telephone calls and answers questions related to specific program/programs or refers caller/inquirer to other staff as appropriate;

Maintains schedules for training and orientation, employee participation in program activities or other program specific scheduling requirements;

Compiles, enters and updates data in specialized databases and spreadsheets;

Receives and reviews employment applications for accuracy and completeness;

Assists other Human Resource staff with testing employees/applicants or setting up classrooms for new employment orientation;

Prepares memos and letters using templates and mailing lists;

Conducts employee outreach for program specific activities by making telephone calls to employees to distribute or gather information;

Creates and distributes program-specific flyers and bulletins;

Distributes/routes incoming and outgoing mail;

Updates and maintains bulletin boards with program-specific material;

Copies, distributes and files documents related to specific program or programs;

Maintains and files documents in employee files including the Official Personnel File, benefits files, medical files, application files and other Human Resource-related files;

Prepares files for archiving using pre-determined records retention and disposition schedule;

Verifies eligibility and issues employee ID badges;

Receives and responds to employment verification requests;

Coordinates, tracks and conducts the sale of bus passes and concession tickets to eligible employees accepting credit card, checks and cash as payment;

Performs cashier functions, verifying opening and closing balances, reconciling cash, checks and credit card payments to the register tape and balancing ticket sales to appropriate sales logs;

Assists other staff by faxing, copying and filing program specific documents.

KNOWLEDGE & SKILLS:

Knowledge of:

- human resources office practices and procedures;
- departmental programs and procedures, including County Personnel Policies/Procedures and Merit System Rules;
- principles and practices of customer service;
- business English and basic math calculations;
- filing processes and procedures;
- basic principles of cashiering;
- word processing techniques.

Skill in:

- preparing and editing various documents;
- communicating effectively;
- dealing with people in stressful situations;
- reviewing documents submitted for accuracy and completeness;
- filing documents quickly and accurately;
- maintaining an accurate cash drawer;
- conducting basic research, compiling data and preparing reports;
- using word processors and microcomputer systems;
- maintaining specialized manual and automated file systems.

MINIMUM QUALIFICATIONS:

EITHER:

(1) Four years of experience performing general office clerical or personnel/human resources clerical or paraprofessional support activities.

(Relevant education from an accredited college, university or vocational/technical school, which may include course work in personnel or human resources, may substitute)

OR:

(2) One year of experience as an Office Support Level III or Office Support Level IV with Pima County.

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.

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

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