

## CITY OF LINCOLN

### HUMAN RESOURCES TECHNICIAN I/II/SR.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

#### **DEFINITION:**

Under general supervision, provides difficult, confidential and specialized office support to the Human Resources division staff; assists callers and visitors by supplying information personally or directing information requests according to established procedures; sorts, logs and maintains records and other documents; interprets and applies policies, procedures and work methods associated with assigned duties; performs other related duties as required.

#### **DISTINGUISHING CHARACTERISTICS:**

##### **Human Resources Technician I**

The **Human Resources Technician I** is the entry level class in the Human Resources office support series responsible for performing assignments within an established procedural framework where there are minimal consequences of error. This classification is distinguished from the next higher classification of Human Resources Technician II by the performance of more routine, repetitive and less complex assignments.

##### **Human Resources Technician II**

The **Human Resources Technician II** is the full working level position in the Human Resources office support series in which incumbents are expected to independently perform the full scope of assigned duties. Incumbents perform a full range of office and administrative support duties including, as applicable, lead responsibilities over Human Resource Technician I, organization and coordination of workload, maintenance of a calendar and scheduling appointments, preparation of reports, agenda materials, resolutions and ordinances. This classification is distinguished from the next lower classification of Human Resource Technician I by the greater complexity of assignments and higher degree of independent action.

##### **Senior Human Resources Assistant**

The **Senior Human Resources Technician** is the advanced journey level classification in the Human Resources office support series in which incumbents are expected to independently perform the full scope of assigned duties. Incumbents perform a full range of complex and difficult specialized office support duties, with responsibilities requiring the use of independent judgment or the application of technical or related skills. Incumbents often function as the only office support for an organizational or functional unit. This class is distinguished from the next lower classification of Human Resources Technician II by a broader range of responsibility and a higher degree of independent action.

#### **SUPERVISION RECEIVED/EXERCISED:**

**Human Resources Technician I**

Receives immediate supervision from administrative and/or management staff. Incumbents of this class do not routinely exercise supervision.

**Human Resources Technician II**

Receives general supervision from professional and/or management staff. May exercise functional and technical supervision over Human Resources Technician I.

**Senior Human Resources Technician**

Receives general supervision from professional, and/or management level staff. May exercise technical and functional supervision over assigned staff.

**ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Performs the duties assigned to classes in the Human Resources Assistant series including organizing and coordinating work; sets priorities and meets deadlines; performs a variety of office administrative tasks such as purchasing requisitions, ordering materials and supplies, monitoring supply budgets, and keeping current reference materials and files.
- Types drafts and a wide variety of finished documents from recording devices, notes, brief written or oral instructions; compiles and maintains records and prepares reports; prepares agenda materials, draft reports, resolutions and ordinances; candidate and applicant information, inputs, retrieves and references various computer data management systems such as financial and/or budget systems, HR payroll systems, SIRE System; attends meetings and records and transcribes minutes.
- Performs specialized and/or confidential employee records maintenance and retention functions; assures legality of all personnel and medical files, scans and enters documents to database; maintains and retrieves records and documents; posts and distributes public notices for Personnel Committee meetings; assists with the compilation of various Human Resource City Council reports.
- Makes appointments and maintains a calendar; maintains tickler file; schedules and arranges meetings and makes travel arrangements; organizes meetings by notifying participants, making room arrangements, and preparing required informational materials; sorts and distributes mail received by departmental staff.
- Provides follow-up and research information on inquiries and problems which require knowledge of services and programs of the City; resolves problems and responds to special assignments which require interdepartmental or staff communications; responds to questions and concerns from the general public; provides information as is appropriate and resolves complaints.
- Maintains office equipment and facilities; operates and performs routine preventative maintenance on office machines including data/word processors, copiers etc.
- Receives incoming telephone calls; secures and records information and follows up with any needed tasks.
- Demonstrates understanding of applicable policies, procedures and work methods associated with assigned duties.

- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff , and the public.

**PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds also is required.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

**Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for an **Human Resource Technician I/II/Sr.**. A typical way of obtaining the required qualifications is to possess the equivalent of:

**Human Resources Technician I**

One year of HR clerical experience, and a high school diploma or equivalent.

**Human Resources Technician II**

In addition to the above, two years of experience as Human Resource confidential office support, and a high school diploma or equivalent.

**Senior Human Resources Technician**

In addition to the above, the equivalent of five years of increasingly responsible, complex, technical and confidential office support experience, and a high school diploma or equivalent. An Associate degree in a related field may substitute for two years of experience.

**License/Certificate:**

Possession of, or ability to obtain, a valid class C California driver's license.

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

**Knowledge of:**

Standard office and administrative policies and procedures; specified computer applications involving word processing, data entry, data base access and/or standard report generation; business arithmetic; business letter writing and the standard format for typed materials; depending on assignment, knowledge of accounting, clerical, construction, legal and computer operation terminology may be required; administrative procedures affecting inventory, purchasing, accounting; applicable federal, state and local laws, codes and regulations; basic principles of mathematics; methods and techniques of scheduling work assignments; methods and techniques

for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

**Ability to:**

Provide general clerical support to the Human Resource Office; use applicable office terminology, forms, documents and procedures in the course of the work; maintain accurate office files; assure confidential information is handled in an appropriate, professional and classified manner, compose correspondence or documents; meet critical deadlines; deal successfully with the public, in person and over the telephone; courteously respond to community issues, concerns and needs; interpret, explain and apply applicable laws, codes and regulations; perform mathematical calculations quickly and accurately; make suggestions to adjust standard operating procedures as is appropriate; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

**Skill to:**

Operate an office computer and a variety of word processing and software applications; operate a variety of automated office machinery and equipment including printer, typewriter, calculator, facsimile machine, copier, multi-line telephone systems, etc.; type accurately from clear copy at a rate of 35 words per minute for Human Resource Assistant I, 45 words per minute for Human Resource Assistant II and 60 words per minute for Senior Human Resource Assistant.

**FLSA:** Nonexempt  
**Employee Group:** Mid Management/Confidential  
**Adopted:**