

**HUMAN RESOURCES DEPARTMENT  
HUMAN RESOURCES TECHNICIAN II**

**GENERAL DUTIES:** Under general direction of the Human Resources Director, provide a wide variety of paraprofessional and technical duties related to human resources operations. This is a generalist position and as such, projects and tasks may be assigned in all functional areas of Human Resources. The Human Resources Technician II is the journey level position in this job series with the experience and specified training to perform the work described. It is expected that the Human Resources Technician II will be able to complete assignments and projects with less direction needed in the day to day work. This position will provide salary and benefits support, data and information for labor negotiations and, therefore, is designated as a confidential, unrepresented job classification.

**GENERAL REQUIREMENTS:**

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instruction given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

**ILLUSTRATIVE EXAMPLES OF WORK:**

1. Assist employees and the public by providing information regarding benefit programs, recruitment processes, workers compensation, and personnel policies and procedures, in a courteous and professional manner.
2. Organize and conduct new employee orientations for regular full-time, part-time and temporary employees by explaining conditions of employment including benefit pay plans, salary schedules, City organization, various policies, Human Resources Rules and Regulations and other related information.
3. Coordinate the annual open enrollment process for employee health benefits, including the City's

cafeteria program and annual Employee Health and Wellness Fair.

4. Coordinate the development and provision of annual employee benefits statements and benefit summary documents to ensure that employee's have accurate information regarding benefit enrollment and cost.
5. Coordinate projects related to the City's HRIS system to improve the efficiency and flow within the Human Resources Department and with other departments.
6. Coordinate projects to further a paperless office concept to improve the efficiency and storage of records within the Human Resources Department.
7. Proctor recruitment and selection testing processes as assigned.
8. Process new workers compensation claims and monitor status of existing claims. Ensure timely and accurate communication and coordination between employee, manager/supervisor, City TPA, and health provider(s). Coordinate and participate in quarterly file review meetings with City TPA and HR Director. Calculate workers compensation salary type benefits due to employees each pay period. Reconcile these benefits with City TPA to ensure accurate reporting.
9. Provide technical support to the City Safety Committee including the coordination of safety training, preparing meeting agendas and minutes, and following up on items being tracked by the committee. Provide staff support to the City-wide Safety Committee which includes taking minutes, preparing meeting agendas, monitoring attendance, reviewing and editing reports and programs, coordinating with outside safety consultant, scheduling and coordinating training, and other related projects and tasks.
10. Assist with and coordinate employee medical, dental and vision insurance plans; respond to employee questions and complaints and attempt to mediate and resolve benefit problems in a timely manner.
11. Coordinate and monitor COBRA program; provide all required forms in a timely manner; follow-up on paperwork and issues as needed; collect required payments from participants; notify participants of changes; and create forms and tracking systems as needed.
12. Coordinate the City's CalPERS retirement program including employee enrollments, separations, retirement applications, educational information for employees, and other related retirement program information.
13. Coordinate the City's deferred compensation programs; provide support to the City's deferred compensation committee.
14. Process, create, follow-up and track a variety of documents and forms related to assigned human resources functions.
15. Accurately explain, process and track FMLA, CFRA, PDL, and IL leave time and provide reports or other related information as needed to ensure compliance with the regulations and City policies.

16. Interpret rules, regulations, contracts, policies, procedures, and apply them in the performance of assigned job responsibilities.
17. Prepare quarterly report data and information for review and submittal.
18. Coordinate and/or assist in the coordination of group life, accidental death and dismemberment, and long-term disability programs, including researching and responding to claims.
19. Review benefit bills and invoices to ensure contract compliance and accuracy; monitor employee benefit costs and provide information needed for labor negotiations; make recommendations regarding plan design and cost containment, process bills for payment in a timely manner, and reconcile billing to employee enrollment data to ensure that billing and City HRIS data is accurate.
20. Process employee transactions using the HRIS and various benefit web databases.
21. Monitor budgets and prepare requests for payments, credit card purchases, and purchase orders for assigned work areas.
22. Conduct salary surveys and benefits surveys as needed for informational purposes and/or for labor negotiations.
23. Provide updated information to outside groups such as Bay Area Employee Relations Service and IEDA to ensure that accurate information is provided and available on the City website.
24. Establish and maintain a variety of files and official records, most being confidential in nature.
25. Utilize the HRIS system to run standard and specialized reports as needed by human resources staff and management team.
26. Assist with the more technical and complex aspects of the recruitment and selection process, including background checks of candidates for employment and project coordination such as on-line application implementation and flow.
27. Track and report on various recruitment related data such as advertising sources and other data that will provide support for recruitment related decisions.
28. May coordinate projects or special events and/or participate on employee committees.
29. May serve as a trainer on the City's internal computer training team.
30. Provide staff support to the City-wide Safety Committee which includes taking minutes, preparing meeting agendas, monitoring attendance, reviewing and editing reports and programs, coordinating with outside safety consultant, scheduling and coordinating training, and other related projects and tasks.
31. Participate in training and enrichment programs and provide training to internal team members on

topics as assigned.

32. Perform work with a record of regular attendance and punctuality.

33. Perform related tasks and projects as assigned.

**REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

**SKILLS:**

1. Prepare clear and concise reports, correspondence, procedures and other written materials.
2. Compile, summarize and maintain accurate records and files.
3. Make accurate arithmetic, statistical and budgetary calculations.
4. Use initiative, independent judgment and problem solving within established guidelines.
5. Organize work, set priorities and meet critical deadlines.
6. Establish and maintain effective working relationships with those contacted in the course of work.
7. Use creative and innovative methods in assignments and problem resolution.
8. Work as a member of a team.
9. Use a computer, computer software related to the job, and other modern office machines and equipment.

**KNOWLEDGE:** Knowledge of:

1. Principles and practices of local government organization and administration, including human resources functions.
2. Benefits administration.
3. Public Employees' Retirement Systems (PERS) plans, laws and regulations.
4. COBRA laws, regulations, and administration.
5. Basic workers' compensation regulations and processes.
6. Basic recruitment and selection laws and processes.
7. Employee leave laws, including FMLA, CFRA, etc.
8. Proper English usage, spelling, grammar, and punctuation.

9. Rules, regulations, laws and practices on privacy, confidentiality and disclosure as applied to personnel records including but not limited to subpoenas for records, HIPPA, CMIA, medical record confidentiality, employment verification, and destruction of records.

**ABILITIES:** Ability to:

1. Deal successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, including representing the City successfully in meetings with representatives of other agencies.
2. Accurately and thoroughly complete assignments and projects under the pressure of deadlines while effectively handling several assignments at once.
3. Work independently with minimal supervision.
4. Maintain confidentiality and handle sensitive personnel information appropriately.
5. Provide excellent customer service.
6. Interpret information and make recommendations.
7. Write correspondence and reports clearly and concisely.
8. Learn and correctly apply the City's rules, policies, practices, regulations, and MOU's.
9. Research and analyze data.
10. Present information clearly in a one-on-one or large group setting.
11. Recognize program needs and develop strategies and solutions to implement more efficient systems and procedures.
12. Read, analyze, and interpret information such as rules, laws, and procedures and effectively apply them in a work situation.

**MACHINES/TOOLS/EQUIPMENT UTILIZED:**

Typical office and field environments include the following:

1. Computer, keyboard and monitor
2. LaserJet or ink jet printer
3. Telephone or headset
4. Copier
5. Calculator
6. 10-key adding machine
7. Facsimile machine
8. Postage meter and scale

9. Lettering machine
10. Binding machine
11. Microfiche reader
12. Digital camera
13. Paper shredder
14. Paper cutter
15. Computer scanner
16. Specialized computer software
17. Automobile
18. Handcart

**PHYSICAL DEMANDS:**

Under typical office and field conditions, employee will perform the following physical activities which include handling files, books, binders, and sometimes boxes of work-related material:

1. Sitting, for prolonged periods of time while working at a computer or attending meetings.
2. Walking
3. Standing
4. Kneeling
5. Bending/stooping
6. Twisting
7. Reaching
8. Carrying
9. Pushing/pulling, boxes of files or training materials, up to 100 lbs. with a hand cart
10. Lifting up to 25 lbs.
11. Driving
12. Speed, in meeting deadlines and using office equipment

**SENSORY DEMANDS:**

Under typical office and field conditions, employee utilizes these senses while using a computer, typewriter, telephone, fax machine, copier, adding machine, postage meter, paper shredder, paper cutter, camera, radio, or automobile. When working and traveling in the field, all senses are used.

1. Seeing
2. Speaking
3. Hearing
4. Touching

**ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:**

Office Conditions:

1. Indoors: Typical office conditions, over 95% of the time.
2. Flooring: Low level carpeting, linoleum, tile floors and some exposure to asphalt.
3. Noise Level: Conducive to office settings with phones, copiers, faxes, radios and typewriters.
4. Lighting: Conducive to normal office setting.
5. Ventilation: Provided by central heating and air conditioning.
6. Dust or Fumes: Normal, indoor levels associated with dust and odors from paper, ink pens, copiers or other office-related equipment.

Field Conditions:

1. Outdoors: Typical outdoor conditions during special events or recruitment testing, less than 5% of the time.
2. Travel: Varying conditions in an automobile, less than 5% of the time.
3. Flooring: Asphalt, grass, dirt, and uneven surfaces while documenting claim information or when attending recruitment testing functions.
4. Noise Level: Varying low to high equipment noise during special events or at recruitment testing sites.
5. Lighting: Normal outdoor conditions, and also some exposure to extreme hot, cold and rainy weather conditions.
6. Ventilation: Heating and air conditioning provided by vehicle and outdoor equipment.
7. Dust: Normal, outdoor levels to high outdoor levels associated with special events or recruitment activities.

**HAZARDS:**

Mechanical or electrical exposure is minimal while properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, radio, paper shredder, or paper cutter. When working or traveling in the field, there is some exposure to mechanical hazards, especially when utilizing a vehicle.

**ATMOSPHERIC CONDITIONS:**

Minimal exposure to fumes occurs in a typical office or field environment. Typical office related-exposure may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

**REQUIREMENTS, TRAINING, EXPERIENCE AND QUALIFICATIONS:**

1. An Associate's degree, or sixty (60) semester units, in business administration, public administration, human resources, or another related field of study from an accredited college or university is required.
2. Three years of related human resources experience in a city or county municipal agency at the Human Resources Technician level performing work similar to that describe in the Human Resources Technician I job description. Evaluation of work experience shall be at the sole discretion of the City of Gilroy.

3. Completion of at least twenty-four hours of human resources training in topics relevant to the City of Gilroy Human Resources Technician position within three years from date of application. Qualifying training shall be training equal or similar to NCC-IPMA training sessions in at least two relevant subject areas. Evaluation of training shall be at the sole discretion of the City of Gilroy.
4. Completion of at least twelve hours of human resources training in topics relevant to the City of Gilroy Human Resources Technician position within three years from date of application. Qualifying training shall be training equal to or similar to training courses offered via the Liebert Cassidy Whitmore training consortium in at least four different relevant subject areas. Evaluation of training shall be at the sole discretion of the City of Gilroy.
5. Current work performance is at the Commendable rating level based on most recent performance appraisal with the City of Gilroy. Comparable performance at outside employer is required for new hires at this level. Evaluation of performance appraisal reports at the sole discretion of the City of Gilroy.
6. Computer keyboarding proficiency, with speed and accuracy, including experience using MS Office required. Strong skills in Word, Excel, and Outlook required. Experience with the use of an HRIS and report writing systems is required.
7. Pass a post-offer medical examination, which includes a drug test for employment.
8. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicles.
9. Pass a background check, including a Department of Justice criminal record check, for employment.
10. Prefer non-tobacco user.
11. Bilingual (English/Spanish) skills desired, but not required.