

CITY OF GLENDALE

TITLE:	Human Resources Technician	CLASS CODE:	241
REPORTS TO:	Various	GRADE:	21
DEPARTMENT:	Human Resources	FLSA:	N

JOB SPECIFICATION DATE: June 2, 2010 cm

JOB SUMMARY

Provides Human Resources technical support in one or more functional areas of Human Resources including recruitment and selection, classification/compensation, benefits, employee relations, human resources administration, organizational development, and employee relations.

ESSENTIAL FUNCTIONS

1. Provides information and assistance to Human Resource staff, employees, applicants and other agencies on Human Resources programs and functions.
2. Assists in conducting research, analyzing findings, preparing reports and suggesting recommendations on Human Resources policy, procedures and programs.
3. Assists in completing surveys, questionnaires and statistical reports for other departments or agencies and provides information as requested.
4. Prepares correspondence to employees, applicants, and other outside agencies on human resources business issues.
5. Researches contracts, regulations, laws and policies to insure compliance of programs and processes.
6. Maintains data bases, retrieves data and designs reports based on user needs.
7. Conducts cross training and customer training on assigned topics.
8. Prepares job announcement bulletins and places advertisements in newspapers and other publications; records job openings on job line; and maintains eligibility and employee reinstatement lists.
9. Schedules applicant testing.
10. Assists in screening applications based on classification specifications.
11. Works with employees and vendors on benefits administration issues.
12. Researches employment and personnel practices laws and trends; analyzes their application to the city; and prepares written recommendations for Human Resources staff.
13. Monitors employment law related legislation, administration procedures and case law findings; recommends revisions of city policy, procedures and programs.
14. May assist in investigations of alleged EEO violations, grievances and appeals.

SECONDARY FUNCTIONS

15. Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Principles and practices of Human Resources management and administration
Research and data analysis methods and techniques
Interviewing techniques
Pertinent Federal, State and local laws, codes and regulations

Skill in:

Applying Human Resources management principals to specific problems and issues

HUMAN RESOURCES TECHNICIAN

Ability to:

- Compile, analyze, and accurately report information and data
- Respond to, and assist employees and the general public with Human Resources related requests and inquiries
- Communicate effectively verbally and in writing
- Establish and maintain cooperative working relationships with employees, vendors and the general public
- Effectively manage multiple and changing priorities

WORKING CONDITIONS

Office setting.

MINIMUM REQUIREMENTS

Associates degree in Human Resources or a related field, and two years experience in administrative support and/or customer service, preferably in a human resources environment.

Any equivalent combination of training and experience that provides the required knowledge, skills and abilities, is qualifying.

SPECIAL REQUIREMENTS

Valid Arizona driver's license