

## **CITY OF FOLSOM PERSONNEL TECHNICIAN I/II**

### **DEFINITION**

Under general supervision of the Human Resources Director or other designated supervisory or management staff, perform a variety of general and specialized confidential clerical, paraprofessional, and technical support duties in the day-to-day operation of the Human Resources Department.

### **DISTINGUISHING CHARACTERISTICS**

The Personnel Technician I is the entry level in this class performing routine and less complex office support assignments in the Human Resources Department while learning City policies and procedures. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the Personnel Technician II level and exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure.

The Personnel Technician II is the full journey level class performing a variety of specialized clerical and administrative support assignments in the Human Resources Department. The Personnel Technician II is distinguished from the next higher level of classification of Human Resource Management Analyst in that the latter is the advanced journey level class responsible for performing more complex and difficult personnel assignments and may exercise direct and/or indirect supervision to subordinate staff.

Positions in this class are flexibly staffed and at the discretion of the appointing authority, incumbents may be advanced to the "II" level based on demonstrated proficiency in performing assigned functions.

### **EXAMPLES OF ESSENTIAL DUTIES**

The following are duties performed by employees in this class. Duties listed are not meant to be all-inclusive. Other duties may be required as assigned.

- Coordinate and perform duties related to recruitment such as compose job announcements and advertisements, screen job applications, schedule exams and oral boards, prepare interview questions, proctor exams, establish eligibility lists and certify names of candidates to departments.
- Provide information to employees and management regarding wages, benefits, personnel rules, regulations, memoranda of understanding, recruitments, and workers' compensation and disability claims.
- Process and prepare workers' compensation claims and required reports.
- Serve as liaison with employees for benefits, provide information, and make changes including enrollment additions and deletions, and review benefit information with individuals.
- Review a variety of billing invoices submitted to the department for payment.
- Prepare leave letters and related correspondence including claim forms.
- Prepare COBRA packets and other personnel related separation forms and letters.
- Assist in processing documentation for new employees; coordinate medical and psychological exams.
- Conduct new employee orientations.
- Research and compile data for use in a variety of special reports.
- Respond to salary surveys from outside agencies.
- Maintain personnel files, correspondence and employee records.
- Perform related duties as assigned.

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

- Basic human resource principles and procedures.
- Personnel and payroll records and documentation.
- Principles and procedures of record keeping.
- Basic mathematical principles.
- English usage, spelling, grammar and punctuation.
- Communication skills and techniques required for transmitting information and making formal presentations.
- Computer word processing, spreadsheet, and database software.

### **Ability to:**

- Read, understand, interpret and apply personnel rules, policies and procedures.
- Plan and organize work efficiently and effectively.
- Learn effective interviewing techniques.
- Exercise good judgment.
- Research and write reports and correspondence in a grammatically acceptable and logical form.
- Draw logical conclusions and make recommendations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Perform multiple tasks within established and often strict guidelines.

## **Minimum Qualifications**

### **Education:**

Associate's degree in business administration, human resource management, or a closely related field from an accredited college or university.

### **Experience:**

Four years of full-time, increasingly responsible clerical experience in a centralized personnel environment.

### **Substitution:**

Additional qualifying experience can substitute for the required education on a year-for-year basis.

### **License, Certification, Registration Requirements:**

Possession of, or the ability to obtain and retain a California Class C driver license by the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case.

### **Physical Requirements:**

Work is performed primarily in a standard office environment with extensive public contact and constant interruptions. Primary functions require sufficient physical ability and mobility to work in an office setting; to sit for long periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight up to 10 pounds and occasionally 25 pounds; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information in person and on the telephone.