

Human Resources (HR) Technician 1

I. KIND AND LEVEL OF WORK

The first of two levels in the HR Technician series. Under general supervision, an employee in this class performs technical and administrative support services for an agency's human resource functions. The incumbent is responsible for independently completing a variety of human resources activities involving recruiting, staffing, employee transactions, payroll, insurance and system data reports.

Incumbents are primarily responsible for responding to routine requests for information or assistance by clarifying statute, rules and contracts and identifying appropriate courses of action within the parameters of past practice, policy and procedures. An employee in this classification may encounter difficult questions or problems seeking guidance to resolve unique situations.

DELEGATION: Positions in this classification that perform work covered by delegation should not be expected to carry subdelegation. If they are provided subdelegation, it will be for screening applicants for straightforward qualifications. *Positions in any classification must receive all training before being granted subdelegation.*

II. DISTINGUISHING CHARACTERISTICS

The HR Technician 1 class differs from the HR Technician 2 in that it is primarily responsible for routine assignments or transactions and responding to inquiries, relying on established practices and procedures and available resources to accomplish work. An employee at this level seeks guidance and/or approval from higher-level technical or professional staff in situations where unique solutions need to be developed.

The HR Technician 2 differs from the HR Technician 1 in that at this next level, the incumbent handles difficult and unique transactions and assignments that require interpretation of guidance, rules, collective bargaining agreements, and other resources to develop a solution. The HR Technician 2 may audit and approve transactional work produced by the HR Technician 1 and provide training to lower-level human resources technicians or administrative support staff.

III. EXAMPLES OF WORK/DUTIES

(A position may not include all the work examples given, nor does the list include all that may be assigned.)

- Respond to routine inquiries from applicants, employees, supervisors and managers.
- Initiate, review and process employee and position data transactions within the human resources information system.

- Assist in the recruitment and selection process by reviewing applications, tracking and notifying applicants of their status, contacting selected candidates to schedule and conducting screening interviews.
- Assist with new employee orientation by collecting and processing necessary forms and presenting agency and benefit information.
- Participate in labor relations activities such as providing accurate interpretation of collective bargaining agreements, gathering data for bargaining proposals, and recording labor management meeting minutes.
- Compose and produce form letters notifying employees and supervisors of relevant human resources activities.
- Prepare and distribute a variety of standard reports such as employee and position data and seniority rosters.

IV. KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Human resource rules and guidelines, collective bargaining agreements, and data practices rules and procedures to provide general information in response to inquiries.
- Standard office operations, functions and equipment in order to provide administrative support services.
- Database and software applications to enter and modify data with attention to detail.
- Reporting systems to query, prepare and provide information with accuracy.

Skill in:

- Effective communication to present information to groups, explain policies, accurately document processes and procedures, and produce/modify existing letters and memos.
- Human relations and active listening to build and maintain effective relationships and ensure an understanding of the needs and issues of customers.

Ability to:

- Organize and update human resource records and filing system, maintaining data privacy while working with highly sensitive and confidential information.
- Answer routine questions and handle situations that may involve conflict; analyze issues to resolve and/or refer to a higher-level position if necessary.

LICENSURE/CERTIFICATION/STATUTORY REFERENCES

N/A

SPECIAL WORK CONDITIONS

N/A

REFERENCES

T.C.: 4/9/13

Former Title(s): Personnel Aide

REVISION HISTORY

Established 07/1968

Revised 01/1973; 08/1982; 07/2025