

Human Resources (HR) Technician 2

I. KIND AND LEVEL OF WORK

The second of two levels in the HR Technician series. Under general supervision, an employee in this class provides advanced technical and administrative support services for an agency's human resource functions. The HR Technician 2 requires a specialized skillset to independently perform a wide variety of activities within a framework of established procedures such as employee and position data transactions, reporting, benefits and insurance administration, supporting FMLA and the leave of absence process, related contract administration and interpretation, and purchasing and invoicing.

At this level, the incumbent is responsible for difficult and complex work requiring independent judgment to process unique transactions and determine solutions to problems such as conducting transactions audits, researching errors and making corrections to employee records. Work performed is analytical in nature requiring research and troubleshooting skills to identify issues and reconcile discrepancies to maintain data integrity. The HR Technician 2 provides guidance to other lower-level technicians as unique situations arise or errors occur.

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 qualifications. *Positions in any classification must receive all training before being granted subdelegation.*

II. DISTINGUISHING CHARACTERISTICS

The HR Technician 2 class will have broader experience and/or specialized training necessary to provide advanced technical human resources support and performs work that is less routine and more complex in nature than the HR Technician 1 such as establishing new employees, coordinating retroactive pay, and processing appropriate payoffs for separations, retirements, layoffs, and other qualifying circumstances. The HR Technician 2 functions more independently than the HR Technician 1 and may be assigned to train, audit and approve the work of lower-level technical or administrative HR staff.

The HR Technician 1 differs from the HR Technician 2 in that the incumbent will have less experience or training and is primarily responsible for structured and routine transactional and support services work. At this level, the incumbent receives more direct supervision and is typically guided by higher-level technical or professional staff to address unique or complex situations.

The HR Specialist 1 performs entry-level professional human resources work applying specialized knowledge in one or more activities of a human resources function such as recruitment and selection or classification. The HR Specialist 1 class has greater independence and discretion, from that of the HR Technician 2 class, to resolve a variety of challenging situations within established

procedures and guidelines. HR Specialist 1 incumbents may provide technical guidance or lead work to lower-level technical and administrative classifications performing related human resources activities.

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.)

- Serve as a Designated Department Insurance Representative (DDIR) to provide general information about the State Employee Group Insurance Program (SEGIP) to employees.
- Perform complex and routine employee and position data transactions; provide direction and guidance to other transaction staff to ensure all transactions and updates are completed in a timely and accurate manner; ensure new transaction staff are trained and provide on-going technical advice and assistance.
- Serve as the first point of contact to advise, assist and provide technical support and guidance to managers, supervisors and employees in areas such as benefits, FMLA and leaves of absence, transactions, and related contract administration and interpretation.
- Assist staffing unit with vacancy filling process by reviewing and processing requests for position changes, screening and tracking applicant status and contacting candidates to complete forms.
- Coordinate the HR reporting activities for the agency to include consultation, designing, analyzing and modification of data reports and tools.
- Conduct research to assist professional staff with job audits such as ensuring position information in the system aligns with audit determination and funding information, pulling comparison position descriptions, data and reports, and reviewing and gathering historical job audit file information.
- Review seniority roster data in accordance with union contracts and pay plans to ensure accurate information is reflected on the seniority rosters.

IV. KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Minnesota statutes, personnel rules, HR policies and procedures, administrative procedures and union contracts and pay plans to provide accurate information to employees.
- Federal and state employment laws and human resource rules and guidelines and their administration sufficient to process hiring, separation and other critical transactions.
- The State's classification system, selection and recruitment processes and applicant tracking system to assist with vacancy filling.

Skill in:

- Effective communication and customer service sufficient to provide prompt, courteous, and accurate information in response to applicant inquiries, requests for information or data reports, and questions regarding leaves of absence or benefits.
- Proficiency with information databases, software programs and reporting systems sufficient to enter transactions, analyze, audit and reconcile data, create and modify spreadsheets and letters, and develop and manipulate data reports.
- Mathematical calculations to sufficiently determine salaries not on step, calculate back pay for reallocations, payoff amounts for severance, separations or layoffs, and seniority dates.

Ability to:

- Use discretion and maintain confidentiality when accessing and using human resource records.

LICENSURE/CERTIFICATION/STATUTORY REFERENCES

N/A

SPECIAL WORK CONDITIONS

N/A

REFERENCES

T.C.: 04/9/13

Former Title(s): Personnel Aide Senior

REVISION HISTORY

Established 05/1974

Revised 08/1982; 06/2025