

Class Title: Human Resources Technician

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Performs activities related to wage and salary and benefits administration. Interprets and applies payroll and benefit program policies and procedures to internal and external customers, program participants and representatives. Provides technical and financial information to employees, retirees, departments, and other agencies.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Processes a variety of information for benefits programs or payroll by verifying accuracy of information as related to applicable policies and procedures or ordinances; obtaining additional pertinent information and ensuring that information is accurately entered into automated systems; generates reports and queries, as needed.
2	S	Provides assistance to customers by conferring with internal and external customers concerning pay and benefits issues, provides written and verbal reports to benefit providers, responds to employee, retiree, and provider inquiries and resolves issues, based on City, state and federal regulatory criteria.
3	S	Completes billing reconciliations by analyzing accounting data related to receivables, payables, and month end financial reports, reconciling bank statements for auditing, preparing documentation for internal and external auditing purposes for the Department of Finance and the Auditor's Office, consulting with other departmental personnel and providers to resolve discrepancies for payroll deductions and provider payments, reviewing and editing providers' billing statements, processing payments in the financial system, forwarding checks to benefit providers, posting payroll deductions to ledgers, developing and maintaining spreadsheets for analysis of accounts, monitoring account transactions for accuracy and validity, and making recommendations for corrections to billings and payments.
4	S	Performs pay adjustments for all departments by calculating the number of day's employee should be paid at the new rate, entering information onto a spreadsheet, entering adjustments into HRIS, and sending a copy to the employee's file. Maintains leave, pay and benefit records for Human Resources staff to assist with statistical reporting.

CSC Adopted: May, 2012 CSC Revised: February 2017; August 2018

Physical Strength Code		ESSENTIAL FUNCTIONS
5	S	Instructs, assists, and supports department payroll representatives and employees by ensuring proper procedures are followed, completing audits, and helping them to complete necessary system input documents and/or paperwork. Interfaces with functional areas of the department including recruitment and employment, personnel records, employee relations, compensation management, and training. Reviews, analyzes and resolves error messages, and enters adjustments. Analyzes and recommends enhancements to payroll and benefits procedures and systems, reviews new releases, tests system upgrades and adjusts and verifies results for accuracy. Coordinates and provides training for system end users.
6	S	Coordinates open enrollment by assembling and distributing benefits packages and participating in informational meetings and training sessions; responds to employee inquiries.
7	S	Performs general Human Resources functions as directed in departmental divisions including Staffing, Classification, Compensation, Administration, Employee Benefits, Employee Relations and/or Talent & Organizational Development.
8	S	Performs related duties as assigned.

CSC Adopted: May, 2012 CSC Revised: February 2017; August 2018

CLASS REQUIREMENTS:

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Formal Education / Knowledge	Work requires a level of knowledge equivalent to four years of high school or equivalency.
Experience	Two years' experience in Human Resources disciplines such as Staffing, Classification, Compensation, Administration, Employee Benefits, Employee Relations and/or Talent & Organizational Development.
Certifications and Other Requirements	SHRM-CP, PHR preferred
Reading	Work requires the ability to read, interpret and apply local, state, and federal guidelines pertaining to area of work, as well as, paperwork associated with benefits and salary administration transactions.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write interoffice memos, letters, and transaction documents.
Managerial	N/A
Budget Responsibility	N/A
Supervisory / Organizational Control	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work requires the exercise of independent thinking within the limits of policies, standards, and precedents.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required.

CSC Adopted: May, 2012 CSC Revised: February 2017; August 2018

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Copy machine, fax machine, filing, greeting customers, presentations, document retrieval
Sitting	F	Desk work, computer, accounting, assisting customers
Walking	F	Greeting customers, copy machine, fax machine, printer, inter-office
Lifting	O	Storage boxes, files, large report binders, benefit packages, office supplies
Carrying	O	Storage boxes, files, large report binders, benefit packages, office supplies
Pushing/Pulling	O	File boxes, office furniture, file drawers
Reaching	F	Large report binders, items from shelf above desk or work area
Handling	O	Storage boxes, files, large report binders, benefit packages, office supplies, office equipment
Fine Dexterity	C	Computer keyboard, calculator, writing
Kneeling	R	Filing in lower file cabinet drawers, lower shelf retrieval
Crouching	R	Filing in lower file cabinet drawers, lower shelf retrieval
Crawling	N	
Bending	F	Filing in lower file cabinet drawers, lower shelf retrieval
Twisting	F	Filing in lower file cabinet drawers, lower shelf retrieval
Climbing	R	Stairs
Balancing	R	On stairs
Vision	C	Computer, desk work, filing, reading, writing, greeting customers
Hearing	C	Telephone, co-workers, staff, presentations, greeting customers, meetings
Talking	C	Telephone, co-workers, staff, presentations, greeting customers, meetings
Foot Controls	R	Driving
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computer, printer, fax machine, copy machine, telephone, calculator, paper cutter, microfilm reader, general office supplies, electric pencil sharpener, scanner, paper shredder, Standard Microsoft Windows and Office software, PeopleSoft, PowerPlus, Internet, Intranet, Advantage Financial System (AFIN), Laser Fiche, Advantage Desktop, Rightfax, Virginia Retirement System, Legacy

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	M
Chemical Hazards	N	Extreme Temperatures	S
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	
Shop	
Vehicle	
Outdoors	
Other (see 2 below)	

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

NON-PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	C
Tedious or Exacting Work	F
Noisy/Distracting Environment	O
Other (see 3 below)	

- (3)