



City of Klamath Falls

Position Description

Position: Human Resources Technician	Group: Nonrepresented/Confidential
Department/Site: Support Services	FLSA: Exempt
Evaluated by: City Manager/Support Services Director	Salary Grade: 119

Summary

Coordinates and performs human resources services in the areas of personnel transactions, recruitment, employee communications, employee benefits, Human Resources Information Systems, and state and local reporting.

Distinguishing Career Features

The Human Resources Technician represents a technical contributor within the Human Resources administration career path. Advancement to Human Resources Technician is based on need, qualifications, and the ability to participate and assist with most of the programs within Human Resources and which have City-wide span, such as recruitment, records and status changes, classification and compensation, and employee relations.

Essential Duties and Responsibilities

- Coordinates and facilitates recruiting processes. Receives, verifies, and follows up on recruiting/staffing requests by initiating internal and external recruiting activities. Posts and advertises job announcements.
- Provides employment and general information about the City to prospective job applicants. Responds by letter to inquiries of persons interested in employment, compiling and forwarding special request information as requested.
- Participates in special and targeted recruitment processes to locate and attract specific subject skills or demographics.
- Sets up job candidate testing (as needed), prescreening, and interview panels. Prepares panel packets that include candidate information and interview questions. Selects and recommends test content. Ensures that eligibility lists for jobs are up to date.
- Analyzes applicant prescreening results and makes initial recommendations based on qualifications and suitability for employment within City requirements and stated qualifications. Refers complex or sensitive outcomes to the Director.
- Consults with staff in small group and individual settings. Provides up-to-date information on hiring requirements and to facilitate recruitment activities.

- Consults with staff on information and technical matters. Serves as a resource and intermediary with the Human Resources Analyst when conveying information to/from the Director and other leadership.
- Prepares a variety of reports for administration, state and federal agencies, requiring integrating of payroll, human resources, and other information.
- Maintains a time system of personnel records including control and storage of documents and files, conversion of files to support computer-aided retrieval, and day-to-day record maintenance.
- Oversees and participates in setup of computerized employee files that include determination of pay and benefit levels. Transmits information to Payroll for processing.
- Analyzes a variety of program elements such as, and not limited to, employee use of paid-time-off, insurance coverage and cost surveys, and use of educational reimbursement provisions.
- Composes letters and other communications to employees on a variety of status topics such as, but not limited to personnel status, credentials, and emerging requirements.
- Conducts and/or assists Human Resources Division staff with new employee orientations. Oversees and assembles new employee information and forms.
- Participates in job classification procedures. Initiates data gathering, reviews descriptions and departmental proposals, and conducts site visits to understand other factors such as working conditions, tools and equipment used.
- Prepares position descriptions and recommendations for salary grade assignment subject to review by the Director.
- Interprets policies and procedures on behalf of the department. Assists with policy development by researching prevailing and emerging practice and trends.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

The position requires in depth technical knowledge of the principles, practices, and procedures associated with human resources management or related public service. Requires a working knowledge of common provisions of employee benefit plans. Requires working knowledge of personnel policies, rules, laws, and regulations. Requires demonstrated skills at accessing relational databases, verifying numerical and demographic information, and entering information onto established data entry screens. Requires well-developed knowledge of English language, punctuation, syntax, and grammar to prepare professional correspondence. Requires sufficient math skills to perform standard business math calculations. Requires excellent human relation skills to convey technical concepts to others, to deal with sensitive and private information, to give instructions and orientations, and to facilitate discussions in individual and small group settings.

- **Abilities**

Requires the ability to carry out the objectives and duties of the position. Must be able to analyze problems, prepare reports, and develop recommendations on personnel actions that are fair and in the best interest of the City. Requires the ability to perform research and analysis. Requires the ability to learn, apply, and interpret City policies, procedures, and rules pertaining to human resources. Requires the ability to plan, organize, and prioritize work processes in a high-volume environment in order to meet schedules and timelines. Requires the ability to train others and facilitate small group discussions. Requires the ability to communicate technical information and to interact with a wide variety of individuals inside and outside the organization.

- **Physical Abilities**

The position incumbent must be able to function indoors in an office environment engaged in work of primarily a sedentary nature. Requires ambulatory ability to sit for extended periods of time, to utilize computers and peripheral equipment, accomplish other desktop work, and to move to various City locations on an occasional basis. Requires the ability to use near vision acuity to read printed materials and a computer screen. Requires auditory ability to carry on conversations in person and over the phone. Requires the ability to retrieve work materials from overhead, waist, and ground level files. Requires manual and finger dexterity to write, use a computer and keyboard at an acceptable rate and operate office equipment.

- **Education and Experience**

The position typically requires an Associates degree in business, human resources or related discipline and four years of experience in a human resources function. Alternatively, a Bachelor's degree may substitute for some experience.

- **Licenses and Certificates**

Requires a valid Oregon driver's license.

- **Working Conditions**

Work is performed indoors in an office environment with minimal health and safety considerations.

- **Pre-Employment**

Job offers for this position are contingent on the individual passing a pre-employment drug screen and a criminal background.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.