**DEFINITION:** Under the general supervision of the Human Resources Director, performs administrative, technical and clerical confidential work in support of the day-to-day operation of the Human Resources Department. Provides confidential support to the office of the Mayor as needed.

**REPORTS TO:** Human Resources Director

**SUPERVISES:** May supervise the work of others

**DISTINGUISHING CHARACTERISTICS:** Positions in this classification regularly work independently and perform a variety of responsible administrative, financial, technical and office management duties. These duties require a broad scope of knowledge of practices and procedures and a thorough knowledge of the department’s purpose, functions and practices. Work direction normally consists of statements of desired objectives and review is generally of results achieved. Incumbent must exercise initiative in planning and resolving problems within the guidelines. Confidentiality is of the utmost importance due to the nature of the work. Punctual, regular and reliable attendance is essential for successful job performance. The Human Resources Technician has significant daily contact with all levels of employees within the City, with individuals doing business with the City, and the public. Contacts are generally for the purpose of dispensing information, providing technical advice or policy interpretation, and/or program coordination. Contacts by the Human Resources Technician require the exercise of considerable judgment and/or diplomacy, and the ability to communicate policies clearly. Excellent interpersonal skills are required.

**ESSENTIAL JOB FUNCTIONS:**

Assist and orient new employees by providing and explaining payroll and benefit information. Effectively communicate both routine and complex provisions of benefits programs and policies, act as liaison between employee and insurance provider to resolve problems, coordinate annual open enrollment period and benefit fair; provide assistance to employees, families and supervisors regarding a variety of benefit issues.

Create and maintain personnel files and process confidential paperwork related to new hire reporting and benefit enrollment and changes in compliance with applicable policy and legal requirements. Process Personnel Action Notices and assure proper approvals; disseminating approved forms as appropriate. Keep employee records up-to-date by processing employee status changes in a timely fashion.
ESSENTIAL JOB FUNCTIONS: (continued)

Maintain personnel tracking systems for employee benefits, position classification functions and employee record keeping; determine and assign codes; enter data into system, prepare queries and produce reports. Maintain communication with payroll supervisor, citywide timekeepers and provide assistance regarding personnel actions. Maintains list of approved positions, assigned salary grade levels, and union seniority list.

Interpret and provide guidance to employees and supervisors regarding City policies and union contract language. Make recommendations to the Human Resources Director of contract and policy language in need of clarification or updating. Assist in development and implementation of personnel policies and procedures.

Research and provide cost estimates for various benefits-related proposals during contract negotiations. Conduct comparable salary and benefits research as requested. Maintain confidentiality of negotiation proposals and records. Assist in development of contract proposals.

Assist in hiring process by coordinating job postings and advertising, application receiving and processing, coordination of interviews and corresponding with applicants throughout the process.

Receive and process Police and Fire Pension claims. Review and audit claims, prepare monthly claims report and process vouchers for review by the Pension Boards. Calculate all payroll increases for Fire and Police Pensioners. Process reimbursement requests in accordance with Board Policy or upon approval of the Boards. Follow up with pensioner and or medical provider as necessary to process reimbursement claims. Maintain individual claims records for each LEOFF I employee.

Monitor special and on-going programs such as Citywide CDL drug testing, health and safety programs, wellness program, background checks, I-9’s, EEO reporting, and the worker’s compensation buy-back program. Monitor worker’s compensation claims and maintain required injury records in accordance with applicable policy and legal requirements.

Types, assembles and distributes agendas, meeting minutes, reports, records and other communications for the City Council and other Human Resources related boards, committees and commissions. Maintains and distributes various committee and commission appointment and term lists.

Greets and receives visitors on behalf of Mayor. May make appointments, return phone calls, or coordinate plans on behalf of the Mayor.

Prepares payments of vouchers and purchase orders and information for monthly meetings.

OTHER JOB FUNCTIONS:

May provide training and/or assistance to other city departments.

May fill in for the Human Resources Director as the staff representative to various boards and committees.

Performs other related duties as required.
WORK ENVIRONMENT & EQUIPMENT USED:

The Human Resources Technician works in a busy, service-oriented office under the stress of continual pressure to meet deadlines and deal with competing priorities. Stress associated with these working conditions is an element of the job, which must be recognized and effectively managed. Interpersonal contacts may be emotionally sensitive or confrontational.

Equipment used includes computer, printer, scanner, copy and fax machines; 10-key calculator; telephone; and other commonly used office equipment.

DESIRABLE QUALIFICATIONS:

Knowledge of the principles and practices of human resources administration, either in the public or private sector. This includes: knowledge of laws pertinent to equal employment opportunity and affirmative action, employment testing, job analysis, worker’s compensation and risk management procedures, and organizational management skills and federal and state laws related to employment and compensation practices for public employers.

Must be able to follow-through in a confidential and diplomatic manner that is sensitive to both the needs of the City employees and supervisors.

Ability to develop and manage administrative projects and to anticipate and respond to administrative and operational problems. Ability to analyze problems and effect solutions, analyze complex issues, and make timely decisions.

Ability to: coordinate, plan and schedule work while maintaining responsibility for a variety of specialized and technical department activities; apply and interpret laws, policies and procedures; use good judgment in evaluating situations and making decisions; maintain confidentiality at all times; work without direct supervision; organize and communicate effectively, both in writing and orally; and maintain effective working relationships with department heads, elected officials, employees, union representatives, retirees and the public.

EDUCATION AND EXPERIENCE:

Experience, education, or training which provides the level of knowledge, skill and ability equivalent to:

High School degree or GED equivalent plus advance and/or continuing education courses in accounting or human resources, preferably with the equivalent of a two-year degree and two years administrative or technical experience in human resources, accounting, claims management and or program administration with customer service problem solving.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:

Valid Washington State Drivers’ License is desirable.

Bilingual is desirable.