

CITY OF SPOKANE VALLEY POSITION DESCRIPTION

Class Title: Human Resources Technician
Department: Human Resources
Division:
Date: August 10, 2022

Job Code Number:
Grade Number: 13
FLSA Status: Non-Exempt
Location: City Hall

GENERAL PURPOSE

Provides administrative and technical assistance involved in the implementation and administration of Human Resources programs and activities. Interacts with the general public, department supervisors/managers and employees by providing technical assistance.

SUPERVISION RECEIVED

Works under the general guidance and direction of the Human Resources Manager.

SUPERVISION EXERCISED

N/A

ESSENTIAL DUTIES AND RESPONSIBILITIES

Administers various Human Resources plans and procedures for City staff; assists in development and implementation of personnel policies and procedures; communicates and provides information to employees and outside agencies regarding the implementation of personnel policies; prepares and maintains employee manuals. Works with the Human Resources Director in labor relation activities, assists in developing strategies to resolve conflicts, researching pay practices and benefit changes, reviews documents and keeps the Director informed of issues that may impact the City's labor relation efforts.

Performs benefits administration to include claims resolution, new employee enrollment, change reporting, approving invoices for payment, and communicating benefit information to employees. Performs initial employee onboarding assisting new employees in completion of required personnel/payroll paperwork. Informs new employees in City benefits and enrollment procedures.

Provides new employee manuals and benefits binders to new employees.

Coordinates recruitment efforts for exempt and non-exempt personnel, as well as temporary employees; communicates with departments/hiring supervisors; establishes and schedules; opens and closes positions; prepares announcements and advertisements.

Participates in development and tracking of division goals, objectives, and systems.

Coordinates the Wellness Program including developing programs, program promotion, maintaining records, and applying for grants and awards.
Responds to applications for Family and Medical Leave, ensures appropriate documentation is gathered, and coordinates with employees and supervisors, and tracks leave usage.

Responds to inquires about personnel policies and procedures, hiring processes, employee benefits, salaries, leave usage and related issues. Develops and maintains a variety of administrative and personnel related office forms and procedures, and performs administrative tasks involving existing work programs, personnel, budgeting, or facilities.

Composes, types, and edits correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness. Posts content on the City's website at the request of the HR Director or City Manager.

Maintains employee records such as personal data, compensation, benefits, tax data, attendance, performance reviews or evaluations, and termination date and reason. Keeps records of applicants not selected for employment.

Updates employee files to document personnel actions and to provide information for payroll and other uses. Works with the City's records custodian to prepare records for archiving and/or destruction.

Examines employee files to answer inquiries and provides information to authorized persons.
Assists in salary surveys to determine organization's market relationship.

Assists in the administration of the employee performance evaluation system. Updates evaluation forms, sends notices to employees and supervisors of upcoming evaluations to be completed.

Assists in the preparation of studies of occupational data and compiles distribution reports, organization and flow charts, and other background information required for study.

Provides information to job applicants, including benefits and conditions of employment. Performs clerical and administrative work in answering phones, receiving the public, and providing customer service assistance. Answers questions; responds to inquiries from employees, citizens and others and refers, when necessary, to appropriate persons.

Assists in the review of employment applications and evaluates work history, education and training, job skills, compensation needs, and other qualifications of applicants as assigned. Processes employment applications and assists in other employment activities. Assists in gathering background and reference check information on candidates. Informs applicants of job duties and responsibilities, compensation and benefits, work schedules and working conditions, company and/or union policies, promotional opportunities, and other related information.

Arranges for oral interviews, and skills, intelligence, ; assists in the administration of oral examinations, written examinations, or assessment center examinations. Coordinates the completion of pre-employment physicals and criminal history checks

Arranges travel and lodging for selected applicants as needed. Corresponds with job applicants to notify them of employment consideration.

PERIPHERAL DUTIES

Performs other duties as assigned.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Associate's degree with course work in business, public administration or a related field,
- (B) Three (3) years of increasingly responsible related human resource experience, or,
- (C) An equivalent combination of education and experience may be considered.

Necessary Knowledge, Skills, Abilities, and Other Traits:

- (A) Considerable knowledge of modern office practices and procedures; working knowledge of computers and electronic data processing; working knowledge of public personnel principles and practices.
- (B) Skill in the operation of listed tools and equipment; skill in the use of standard office suite software applications.
- (C) Ability to perform clerical and administrative tasks accurately with little direction.
- (D) A key value of the City is customer service. This position requires considerable knowledge, ability and skill in the principles and practices of excellent customer service as practiced in both the private and public sectors. It requires the ability to effectively meet and deal with the public; the ability to communicate effectively verbally and in writing; the ability to handle stressful situations; the ability to greet and respond to customers in a friendly, pleasant and professional manner using appropriate inflection, grammar and syntax; the ability to establish and maintain effective working relationships with employees, supervisors, and the general public; the ability to maintain a professional, courteous, and pleasant demeanor in difficult and stressful situations; and the ability to diplomatically deal with difficult people. A willingness to expend extra effort to help the public find answers or information relative to their inquiry or complaint is expected.

SPECIAL REQUIREMENTS

Must possess a valid State driver's license or have the ability to obtain one prior to employment.

TOOLS AND EQUIPMENT USED

Personal computer, including word processing, spreadsheet, data base and presentation software. Phone ; personal computer; copy and fax machine..

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in office settings. Some outdoor work is required as part of ground-breaking ceremonies or similar community events.

While performing the duties of this job, the employee is occasionally required to stand; walk; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and is required to talk and hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

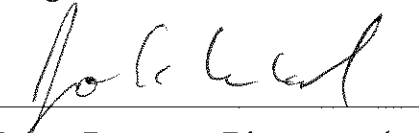
While performing the duties of this job, the employee occasionally works in outside weather conditions. The noise level in the work environment is usually quiet to moderate.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: 
Human Resources Director

Approval: 
City Manager

Effective Date: August 10, 2022

Revision History: October 27, 2007 – Established
September 18, 2013 – Update
August 10, 2022 - Update