

HUMAN RESOURCES TECHNICIAN

Reports to: Human Resources management

Division: Human Resources

Our ideal candidate

You are a dependable, punctual, caring professional, with excellent communications skills who uses tact, patience, and courtesy in a culturally sensitive manner. You have excellent customer service skills and the ability to maintain focus and attention to detail with frequent interruptions. You have strong organizational skills that include the use of technological resources and taking initiative to creatively determine solutions to meet the needs of a wide range of stakeholders. You have a proven track record of establishing rapport and earning the trust of colleagues. You take ownership of tasks and responsibilities of the position. You are committed to providing the best service available to Santa Barbara County Education Office, school districts, and students.

General description

Under the direction of Human Resources management, perform a variety of complex and responsible technical and clerical functions related to personnel procedures. This position requires taking initiative, maintaining confidentiality, excellent customer service, and using independent judgment and discretion involving frequent employee and public contacts. This position requires well-developed knowledge of Merit System rules, labor law, credentialing, public retirement systems, workers' compensation, unemployment insurance, and applicable procedures and best practices.

Specific duties and responsibilities

- Provides a variety of information and assistance to applicants, the public, and employees regarding personnel procedures, job opportunities, employment requirements, examinations, and personnel resources
- Prepares, distributes, and maintains records of job announcements, advertisements, examination notices, and eligibility notifications
- Monitors and assists in processing applications received
- Implements recruitment activity including establishing examination dates, administering classified written, performance, and oral examinations, scoring examinations, processing result notifications, establishing eligibility lists, and maintaining interest lists
- Works closely with applicants, eligible candidates, and managers as vacancies occur
- Assists in providing information and processing applications for permits, certificates, and credentials including registering credentials and temporary county certificates and following up on credential expirations
- Prepares and processes new employee records and files
- Schedules orientations, medical appointments, vaccinations and fingerprint clearances
- Maintains up-to-date information in the personnel database on employee qualifications and relative notifications not limited to tuberculosis clearance, licensure, bilingual skills, signing skills, vaccinations, and required trainings
- Assists with providing information to individuals related to CalSTRS and CalPERS and connects them with the appropriate resources

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- Requests and distributes CalSTRS forms and publications to CalSTRS members
- Reviews CalSTRS retirement forms for completeness and accuracy prior to submission
- Requests, sends, and returns confidential and/or legal files from CalSTRS in Sacramento for member meetings with the counselor
- Tracks dates for and may attend training and workshops in Sacramento
- Assists in monitoring CalSTRS supply budget making expenditure decisions and maintains an inventory report of CalSTRS equipment
- Prepares, distributes, verifies, and processes workers' compensation report forms, claim forms and related documents
- Communicates with departments regarding employee worker's compensation status
- Enters data for and processes unemployment insurance claims in the software database
- Advertises and actively recruits for substitutes
- Schedules, monitors, and implements substitute placement interviews and employment orientation and processes employment
- Maintains substitute files, records and rosters and submits lists of qualifying substitutes to departments or forwards copies of applications to appropriate programs
- Enters and monitors substitute information in the software system for automated substitute calling and tracking
- Assists with the auditing, verifying and processing of purchase orders, requisitions, and payments and maintains records and reports pertaining to these requirements
- Prepares, types, updates, monitors and maintains a variety of reports, records, documents and files
- Assure completeness and accuracy of information by verifying, proofreading and editing
- Performs other essential job-related duties as assigned

Requirements

Education: High school diploma

Experience: four years of increasingly responsible technical clerical experience or supplemental college coursework in Human Resources or a related field. One year working in a human resources office or related field is preferred

Knowledge and skills:

- Working knowledge of the principles and practices of public personnel including recruitment, selection, and examination
- Working knowledge of the Merit System and laws relating to personnel
- Working knowledge of the California State Teachers' Retirement System (CalSTRS) retirement and disability benefits including defined benefit retirement plans, and basic knowledge of resources for the California Public Employees' Retirement System (CalPERS)
- Working knowledge of the Employment Development Department (EDD) and the processing of unemployment insurance claims
- Knowledge of modern office practices, procedures and equipment, including computers and software applications

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- Knowledge of record keeping and data compilation methods and techniques
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Excellent oral and written communication skills, telephone techniques and etiquette
- Excellent interpersonal and customer service relations using tact, patience, initiative, and courtesy

Abilities

- Perform complex technical and clerical work with speed and accuracy
- Demonstrate the ability to listen, comprehend, and retain oral information
- Quickly acquire technical knowledge of the Merit System, public retirement systems, unemployment, leaves, and relative laws, procedures, and best practices
- Collect, organize and maintain a variety of information in both paper and database format
- Input, manipulate and format text and data using word processing, spreadsheets and software programs
- Plan and organize work, meeting established schedules and timelines
- Maintain complex records and files and to prepare reports
- Make arithmetic calculations quickly and accurately
- Operate modern office equipment, including computers, calculators, and copy machines
- Work confidentially with discretion
- Establish and maintain effective working relationships with employees and the public
- Maintain focus and attention to detail in spite of frequent interruptions
- Function effectively indoors in an office environment engaged in work of primarily a sedentary nature
- Sit at a workstation for extended periods of time
- Near visual acuity to read written materials and computer screens
- Hearing and speech ability for ordinary and telephonic conversations
- Sufficient hand-eye and finger dexterity to write, use a keyboard and mouse or other pointing device
- Retrieve work materials from overhead and in a stooping position

Licenses and certificates

Valid California driver's license; automobile insurance required by law; and the use of a dependable automobile

Working conditions

Work is performed indoors with minimal exposure to health and safety hazards.

Salary range 70

Approved by the Personnel Commission:

June 23, 2016