

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Human Resources Technician	Job Code: 1315
Date: June 7, 2017	EEO Code: TE
FLSA Designation: Non-Exempt	Civil Service Status: Covered (Unclassified)

DEFINITION: This is skilled technical work with responsibility to oversee data-entry into the Human Resources Information System, and provide support on a variety of HR staff functions.

CLASSIFICATION STANDARDS: Positions assigned to this class are responsible to the Human Resources Director and perform tasks under his/her close to general supervision. The work of this class is distinguished by its emphasis on preparing and maintaining electronic employee records and responsibility to support professional HR staff functions.

ESSENTIAL DUTIES: Post job announcements online and distribute hardcopies in designated locations; assemble new hire information packets; collect, process, and review new hire documentation for completeness and accuracy; verify employment eligibility and identity; act as E-verify administrator; conduct driver's license audits; coordinate criminal background checks and run reports; coordinate and process applicant and employee drug testing and send notifications of results; create employee identification cards; input employee information into the Human Resources Information System (HRIS); input and delete part-time employees in URS system; process personnel action forms and ensure data and dates are accurate per policy; function as the division's appraisal system administrator to ensure that performance appraisals are launched and completed in an accurate and timely manner; assist applicants and new employees with procedures, forms, and policies.

Provide executive support to HR Division Director; perform a variety of front office duties including, but not limited to, general and confidential office correspondence; distribute office mail; process division time cards; schedule appointments, conference rooms and other facilities for meetings, boards, interviews, hearings, and other activities; maintain and create files; sort, scan, upload, index, file, and retrieve documents; comply with HR record-keeping and retention requirements; receive, track, and process GRAMA requests to division; review HR processes and make recommendations to improve efficiency; review workflows to ensure that appropriate parties are notified of relevant actions; provide technical support to HR staff functions.

Greet and provide information to customers, visitors, callers, or representatives from other organizations; relay information or direct individuals to appropriate departments or persons; provide information in new employee orientation regarding job functions affecting employees; maintain and update information on assigned web pages; post public meeting notices for Civil Service Commission meetings; create agendas, prepare amendment packets, and take minutes for Civil Service Commission meetings; may supervise, and conduct performance appraisals on, lower-level employees including HR specialists, interns, and other part-time employees; and perform other related duties as required.

MINIMUM REQUIREMENTS: High school diploma or equivalent and three (3) years of human resources processing experience **OR** an equivalent combination of job-related education and experience [substituting each one year of post-secondary education/training for six months of experience].


License(s)/Certification(s): A valid, lawful driver's license is required.

SELECTION FACTORS: *Basic knowledge of:* human resources procedures, methods, and techniques; general practices of employment-related laws, codes, rules, and regulations governing functions of the position; policies and procedures established for the work system; operations, functions, and terminology common to the work; human resources software, databases, spreadsheets, and document-imaging software. *Skill in:* computer and office equipment usage; practicing trust-building behaviors; basic math calculations. *Ability to:* perform general and human resources office procedures; maintain confidentiality and work with sensitive personal information; organize assigned work and develop effective working methods; communicate effectively both verbally and in writing; develop and maintain effective working relationships with the public, applicants, employees, division coworkers, and superiors; accurately and quickly perform work; deal with the public in a pleasant, courteous, and calm manner in all circumstances; work effectively on individual or team projects; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; demonstrate a high level of commitment to the principles of positive customer service.

TOOLS AND EQUIPMENT USED: Computer, telephone, copier, and other office equipment.

PHYSICAL DEMANDS: Regularly sit at a computer for extended time periods; walk, stretch, bend, kneel, or carry objects up to 20 lbs.

ENVIRONMENTAL FACTORS: Office environment; regular exposure to high-stress situations, including confrontational or uncomfortable contact with the public, applicants, or employees.



 Department Director

6/6/17

 Date



 Mayor/Chief Administrative Officer

6/7/17

 Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.