

# CITY OF SIMI VALLEY

## HUMAN RESOURCES TECHNICIAN

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under general supervision, provides a variety of responsible, confidential specialized clerical duties in support of human resources and workers' compensation services and programs; provides information and assistance to employees and the public regarding City programs, services, and processes; coordinates employee payroll and benefits data; and performs clerical recruitment activities.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Provide general assistance and answer questions in person and on the telephone regarding human resources services to City employees and the public; assist employees in completing general human resources forms and documents; file and maintain confidentiality of sensitive personnel data and related information.
2. Provide general clerical assistance and administrative support to Human Resources Division staff; prepare materials and set-up meeting site for open enrollment meetings and related events.
3. Coordinate printing of various human resources documents and materials, open enrollment materials, and related materials; coordinate distribution and mailing of materials.
4. Attend and participate in open enrollment meetings, and related activities; provide general assistance and information to employees, staff, and the general public.
5. Monitor and maintain control of a variety of documents, records, and reports; track storage locations, required retention time and inventory of all documents; prepare records destruction forms; update records management database.
6. Create and maintain accurate schedules and calendars for assigned activities; reschedule events as needed; coordinate activities with other City departments; attend meetings; take and prepare minutes as necessary.
7. Collect, review, audit and input timesheets for assigned area into the financial system; prepare payroll adjustments on spreadsheets; monitor and input all leave requests.
8. Prepare purchase requests and logs; create blanket purchase orders and prepare orders for payment; manage purchases and order status; compile quotes from vendors and prepare vendor bids; order and maintain inventory of office supplies.
9. Coordinate, review and track employee payroll changes; investigate discrepancies.
10. Receive, review and distribute personnel action forms as needed.
11. Respond to verification of employment requests.

**Human Resources Technician (Continued)**

12. Process employee evaluations and enter information into the City's enterprise resource planning (ERP) system.
13. Receive, review, distribute, and track tuition reimbursement requests.
14. Assist with coordinating benefits activities, including open enrollment; provide assistance to employees with completing benefits enrollment and change forms; troubleshoot and coordinate with benefits carriers to ensure employee eligibility and enrollment.
15. Assist with open enrollment activities; review and verify data on employee enrollment forms; enter employee benefits data into the City's enterprise resource planning (ERP) system; notify employees and dependents of COBRA eligibility when applicable.
16. Prepare time studies for determining years of service an evaluation period dates.
17. Act as receptionist; receive, screen, and direct calls; provide information regarding City programs and services to the general public.
18. Attend and participate in support staff group meetings as required.
19. Serve as back up to various other administrative support positions as required.
20. Perform related duties as required.

**When assigned to Recruitment:**

21. Provide general assistance and answer questions in person and on the telephone regarding recruitment and selection; advise applicants regarding recruitment activities and processes; file and maintain confidentiality of sensitive applicant data and related information.
22. Create, post, and track recruitment advertisements; place advertisements in print media, electronic media, and other sources; research costs and receive quotes and bids on ad placement.
23. Receive, input and process employment applications; review and verify application materials submitted; enter applicant information into the applicant tracking database.
24. Coordinate and obtain oral appraisal board members; prepare materials and set-up meeting sites for oral appraisal boards.
25. Attend and participate in job fairs and assessment testing.
26. Proof and submit job flyers; coordinate distribution and mailing of materials.
27. Prepare communications for recruitment activities by the required deadlines; draft, process, and send letters, memos, and related correspondence regarding recruitment activities to applicants, oral board raters, and others; notify candidates regarding selection outcomes.
28. Coordinate with temporary and placement agencies as needed; obtain quotes; refer hiring departments to support services to process agreements.

**When assigned to Workers' Compensation:**

29. Assist in the processing, review, verification, and filing of claims.

**Human Resources Technician (Continued)**

30. Analyze, edit, and code all prescription billing from pharmacy benefits manager; review and analyze Current Procedural Terminology coding on all medical bills prior to bill review, including conducting research as needed.
31. Review Explanation of Benefits weekly for errors; reconcile with in-house billing; report discrepancies.
32. Process Electronic Adjudication Management System forms for the Workers' Compensation Appeals Board; request Summary Rating Determination, Notice of Offer of Regular Work, and Qualified Medical Evaluation.
33. Process Utilization Review Requests; identify medical records necessary to affect a legally sustainable determination.
34. Update weekly pay list and prepare payment for employees via the weekly pay list; compute injured workers wage loss bi-weekly based on time sheets analysis and process payments.
35. Pay employees' expense reimbursements such as mileage, parking, prescriptions; calculate mileage; create register requests.
36. Process workers' compensation vendor bills and attorney bills for payment.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

- Office procedures, methods, and equipment including computers and applicable software applications.
- Principles and procedures of record keeping.
- Principles and procedures of data entry.
- Principles and practices of proper phone etiquette and customer service.
- English usage, spelling, grammar, and punctuation.
- Principles and procedures of telephone switchboard operation.

**Ability to:**

- Perform a wide variety of clerical duties in support of human resources activities.
- Respond to requests and inquiries from employees and the general public.
- Type at a speed necessary for successful job performance.
- Maintain accurate records and files.
- Perform data entry and retrieval functions.
- Maintain tact and courtesy in a fast-paced environment.
- Multi-task.
- Receive calls and direct to appropriate staff.
- Operate a telephone switchboard efficiently and effectively.
- Perform various clerical functions and utilize the City's ERP system.
- Operate office equipment including computers and supporting software applications.
- Maintain confidentiality when working with sensitive information.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Education/Training:**

Equivalent to the completion of the twelfth grade. Coursework or training in human resources, business administration, public administration, or a related field is desirable.

**Experience**

Two years of increasingly responsible clerical or secretarial experience. Experience working in human resources or workers' compensation is highly desirable.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein 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 job functions.*

**Environment:** Standard office setting; work at a centralized public counter; exposure to computer screens.

**Physical:** Sufficient physical ability to work in an office setting; walk, stand or sit for prolonged periods of time; light lifting and carrying; operate office equipment including extensive use of a computer keyboard.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

**Hearing:** Hear in the normal audio range with or without correction.

*Adopted: November 2006*

Revised: July 2016; April 2019; May 2019