

# CITY OF SIMI VALLEY

## SENIOR 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 human resources administrative support, technical accounting, and benefits processing duties; provides information and assistance to employees and the public regarding City programs, services, and processes; coordinates insurance premium payments; and processes employee payroll and benefits data.

### **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. Coordinate the City's employee insurance premium payments; process, audit, and reconcile payments for the City's health, dental, vision disability, life, and supplemental insurance premiums; review premiums to ensure proper billing and reconcile with fund balances and related reports.
2. Maintain files and records of benefits enrollments; track employee and retiree enrollments in benefits plans; research discrepancies to determine overpayments and underpayments and make adjustments accordingly; and coordinate with insurance carriers to resolve billing discrepancies.
3. Provide general assistance and answer questions in person and on the telephone regarding City benefits, payroll, and related human resources services to City employees and the public; assist employees in completing general human resources forms and documents.
4. Process benefits adjustments and enrollment changes; enroll employees in benefits plans, ensuring compliance with applicable laws and regulations.
5. Prepare various reports and studies, including time studies, retiree age changes, and related reports.
6. Develop, generate and review system reports to track and maintain benefits continuation (COBRA) enrollees; track all payments and adjust account balances; coordinate with benefits carriers to resolve discrepancies; and communicate with COBRA enrollees as necessary.
7. Process new hire and separation benefits and payroll information; prepare new hire forms, materials, and data, ensuring accuracy of data entered; conduct new hire orientations; coordinate final paycheck data and related payroll information; compile and complete materials and data provided to employees during new hire orientations and exit interviews, including benefits eligibility forms, retiree benefits eligibility forms, and related documents.
8. Process tuition and computer reimbursement requests, jury duty reimbursements, military leave payments, and related leave benefits; determine eligibility and calculate proper payment; coordinate with employees to resolve discrepancies.

9. Assist with coordinating benefits activities; provide assistance to employees with completing benefits enrollment and change forms; troubleshoot and coordinate with benefits carriers to ensure employee eligibility and enrollment and resolve issues.
10. Assist with open enrollment activities; review and verify data on employee enrollment forms; and enter employee benefits data into the City's enterprise resource planning (ERP) system.
11. Track, adjust and report supplemental life insurance enrollment and premium changes; maintain and compile data of enrollees based on age.
12. Act as receptionist; receive, screen, and direct calls; provide information regarding City programs and services to the general public.
13. Attend and participate in support staff group meetings as required.
14. Perform related duties as required.

### **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.

Basic accounting functions, including benefits and payroll processing.

Word processing and spreadsheet applications.

Principles and procedures of data entry.

Basic principles and practices of personnel policies and procedures.

Principles and practices of proper phone etiquette and customer service.

English usage, spelling, grammar and punctuation.

#### **Ability to:**

Perform a wide variety of administrative support and technical accounting functions in support of human resources activities.

Interpret benefits and payroll records.

Perform mathematical calculations.

Respond to requests and inquiries from employees and the general public.

Identify and resolve routine human resources and benefits issues.

Type at a speed necessary for successful job performance.

Maintain accurate records and files.

Prepare clear and concise human resources, benefits, and financial reports.

Enter, retrieve, and interpret data from computer system.

Maintain tact and courtesy in a fast-paced environment.

Multi-task.

Receive calls and direct to appropriate staff.

Work independently in the absence of supervision.

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

**Experience**

Three years increasingly responsible clerical or administrative support experience, including one year working in human resources or payroll. Experience with insurance reconciliation 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: February 2008*

*Revised: July 2016*