



City of Kingman, Arizona

Classification: Human Resources Technician
Department: Human Resources
Accountable To: Human Resources/Risk Management Director
Created/Revised Date: July 2014
FLSA Status: Non-Exempt **Salary Grade:** 209 **Band:** B **EEO4:** 3

GENERAL DESCRIPTION OF POSITION

Performs advanced professional personnel work in all functional areas of the Human Resources. Exercises initiative in the day to day administration of recruitment and employee selection; providing guidance and assistance to employees regarding benefits, support in classification, compensation, employee relations, compliance, organization development, training, and other human resource functions. Work duties require considerable tact and confidentiality in dealing with the public and City personnel.

SUPERVISION RECEIVED

Works under the direct supervision of the Human Resources/Risk Management Director and general supervision of the Human Resources Administrator.

SUPERVISION EXERCISED

None

ESSENTIAL DUTIES & RESPONSIBILITIES Essential Functions are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it.

- Coordinates and administers the recruitment and examination process, including conducting job analysis, developing recruitment plans and creative outreach techniques to attract a diverse applicant pool; administers job related selection procedures, evaluating employment applications, examination schedules, and oral, written, physical agility and performance tests, and other assessment instruments; creates statistical reports of examination results; prepares job announcements, employment advertising and other recruitment materials; attends job fairs and other events to publicize City job opportunities. Complies with laws and policies, including EEO and Affirmative Action. Prepares ad hoc reports and surveys.
- Coordinates interviews; interview materials; arranges interview panels; prepares and maintains applicant lists, conducts reference checks, credential verification, notifies candidates not selected, coordinates with temporary agencies. Responsible for ensuring that all interviews are legally and consistently presented. Develops and maintains statistical reports to support recruitment and selection procedures and other regulatory reports.
- Orders and conducts background investigations on selected candidates and ensures that post-selection guidelines are followed such as confirmation letters, appropriate medical screening are complete, and personnel and payroll paperwork is processed.
- Ensures that employee records relating to recruitment/selection and medical evaluations are legally and procedurally correct in regards to FCRA, EEO; and record retention regulations.
- Maintains the HRIS employee benefits and dependent information.
- Provides direct support to employees in the area of benefits. Provides guidance and assists employees with questions and resolving issues that arise regarding the City's health insurance plans, retirement plans, leave programs and other benefits; processes employee benefit enrollments, program changes, additions, cancellations and terminations as requested. Interprets plan documents and policy language. Tracks and inputs changes. Collects and monitors

premium payments. Assists in the maintenance of employee health and benefit programs and makes recommendations for benefit optimization.

- Effectively interprets and communicates FMLA laws. Develop documents/letters, meets deadlines, creates files and effectively manages files. Processes requests for protection under FMLA meeting all deadlines. Provides Human Resources Director sufficiently and timely medical data allowing for enough time to meet the strict deadlines in determining eligibility for FMLA protection. Monitors and tracks leave usage; notifies employees of their FMLA status on a regular basis, and request medical certifications and recertification as needed. Closes files timely.
- Interprets and assists employees in answering questions related to HR policies, procedures, general HR operations, benefits, IRS Section 125 requirements, FMLA, COBRA and LTD disability issues.
- Assists in the development and delivery of new employee orientation, employee separation process, and conducts exit interviews; prepares related ad hoc reports.
- Issues employee ID cards, collects cards from employees upon separation of services, tracks all ID card numbers.
- Coordinates, develops, implements and maintains various programs/activities such as employee wellness and benefits fair, wellness programs, employee newsletter, employee service awards and other benefit programs.
- Inputs data into employee personnel files and human resource information systems. Develops and implements forms and procedures needed for input and maintenance of accurate files. Evaluates and makes recommendations for system modifications. Creates and runs queries utilizing the City's HRIS and payroll system to provide staff with statistical data and various ad hoc reports.
- Stay current with acceptable human resource practices, federal and state laws and regulations, court decisions and City Personnel Rules and Administrative Instructions and correctly apply such. Keeps employment law posters current at all City employment locations.
- Completes reconciliation of group health insurance billings, voluntary and mandatory payroll deductions, balancing billing to deductions during the month to general ledger journal entries and prepares payment distribution for accounts payable.
- Develop and deliver a variety of training sessions for employees on various human resources topics, such as personnel rules, regulations, laws, benefits, wellness, and performance planning. Tracks and monitors employee training.
- Processes tuition reimbursements, services awards and certificates, smiley awards and coordinates celebrations.
- Analyze and interpret complex financial data and other aspects of benefit plans and proposals in order to monitor operational efficiency and recommend alternates.
- Process personnel action forms to reflect personnel actions, i.e., new hires, resignations, terminations, retirements, pay changes and other related personnel actions.
- Research, develop, and implement special projects for the department as assigned; researches new programs, practices, technique and trends in the field of Human Resources and makes recommendations to Director.
- Maintain City intranet and external websites for Human Resources division.
- Assists in the development and updates of the personnel rules, benefits, and wellness plans.
- Maintains and updates confidential employee personnel files; maintains absolute confidentiality of all work related matters of a sensitive nature.
- Meets with Human Resource Director and Human Resource Administrator regularly to review work assignments and general personnel issues.
- Develops statistical reports on FMLA, ADA, LTD, group health, recruitment, and employee relation trends.
- Participates in and provides HR staff support for city-wide Insurance Committee; develops agendas, minutes and other needed materials to members.
- May attend and participate in personnel professional organizations and committees; read journals, newsletters and other publications to review current information regarding personnel and benefit policies, practices and laws.
- Maintains professional and effective working relationships by providing exceptional customer service.
- Maintains regular attendance and punctuality.

PERIPHERAL DUTIES:

- May serve as Human Resources representative on committees as assigned.
- May assist Risk Management staff on occasion.
- Performs other duties as assigned.

DESIRED MINIMUM QUALIFICATIONS:

Education and experience:

Human Resources Technician

- AA Degree or two years of college level course work in Human Resources, Public or Business Administration; or high school diploma/GED with equivalent combination of education and significant experience sufficient to successfully perform the essential duties of the job such as those listed above.
- Five years of experience in general human resources practice. Experience is preferred in the area of employee benefits and recruitment methods including research methods and statistical reporting.

Necessary Knowledge, Skills and Abilities:

Knowledge:

Business English, spelling, grammar and punctuation. Modern office practices, procedures and equipment to perform office functions in an efficient manner. Personnel generalist activities management; considerable knowledge of personnel policy and procedures, federal, state and employment laws, regulations, practices and policies related to personnel management, for example FLSA, ADA, EEO, FMLA, HIPAA, FCRA, COBRA, IRS Section 125, PPACA, Cafeteria Plans. Considerable knowledge of the principles of benefit plans, group health insurance, public retirement, 457(b) and 401(a) deferred compensation and related programs. Methods and techniques for record keeping and report preparation. General human resources classification procedures, objectives, and techniques; compensation theories and processes. EEO/Affirmative Action policies. Principles of employee safety training and work behavior motivation. Insurance terminology and appropriate medical terminology and diagnoses. Principles of confidential records, file management and retention. General knowledge of the principles and practices of payroll accounting.

Skills:

Use of computer keyboard devices, effectively making decisions based on a limited amount of information, computer software programs such as spreadsheets, desktop publishing, PowerPoint, Word, website management. Skilled in the execution of delivering excellent customer service. Understanding, interpreting and applying relevant City rules and regulations, as well as, applicable laws, rules and policies. Assembling data and preparing summaries, analysis, recommendations and reports. Reading and understanding insurance policies, and resolving coverage disputes. Working under pressure of deadlines, and establishing cooperative working relationships with employees, officials, other agencies and the general public.

Abilities:

Maintain automated data and information systems. Maintain objectivity and freedom of prejudice. Resolve disputes and issues that may arise. Conduct comparison and statistical analyses. Communicate orally and in writing with co-workers, department directors, employees and providers of health insurance. Work in a fast moving environment with constant interruptions. Maintain moderately complex clerical and statistical records. Maintain confidential employee information and medical records. Use logical and creative thought processes to develop effective solutions. Demonstrate ability to maintain a high degree of organization, prioritization, coordination, and communication, with attention to detail and accuracy.

SPECIAL REQUIREMENTS

- Valid Arizona Driver’s License.
- Certification as PHR, SPHR, or IPMA-CP preferred.

WORK ENVIRONMENT

The work environment characteristics attached to the job description 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. See Physical Demands.

Expected Behavior/Quality of Services:

Excellence is the responsibility of everyone at the City of Kingman. We lead by our core values in constant pursuit of excellence:

Commitment – Dedicate oneself to consistent and excellent public service.

Innovation – Implement unique, creative and cost-effective solutions.

Communication – Communicate in a positive, honest and productive manner.

Integrity – Adherence to high ethical standards.

Diversity – Promote inclusiveness and impartiality throughout the organization.

Personal Responsibility – Take initiative to achieve excellence and accept accountability, uphold confidentiality, know when to report indiscretions and inappropriate actions even when it may be uncomfortable to do so, take responsibility for your work environment.

Respect – Demonstrate a high regard for others, support each other.

Teamwork – Promote and encourage cooperative efforts, open communication and trust, encourage positive feedback.

All City employees are expected to conduct themselves consistent and in support with the above values.

SELECTION GUIDELINES:

Submittal/review of employment applications, screening/rating of application in relation to training and experience to job description and overall presentation and job history/stability, oral interview, reference and background check. Supplemental job related tests may be required.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel in this position. This job description is subject to change as the needs and requirements of the position changes.

EMPLOYEE SIGN OFF:

I have read through the job description and have a good understanding of the requirements for my performance in this position and find it to be an accurate description of the demands of this position. I acknowledge it is incumbent upon me to seek clarification from my supervisor/manager for any questions I may have regarding the requirement/responsibilities of my position. I also acknowledge that I can fulfill the essential functions of my position. Should I need to seek reasonable accommodations, I acknowledge I will contact my supervisor/manager or Human Resources to pursue options.

Employee Signature: _____

Date: _____

Employee Printed Name: _____