



# City of Tempe

## HUMAN RESOURCES TECHNICIAN II+

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	165	<i>FLSA Status:</i>	Non-exempt
<i>Department:</i>	Internal Services	<i>Salary / Hourly Minimum:</i>	\$21.637019
<i>Supervision Level:</i>	Non-Supervisory	<i>Salary / Hourly Maximum:</i>	\$29.210096
<i>Employee Group:</i>	CNS	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	HR Technician II+
<i>Drug Screen / Physical:</i>	N	N	<i>EEO4 Group:</i> Paraprofessionals

### DISTINGUISHING CHARACTERISTICS

This is the full journey level within the Human Resources Technician series. Employees within this class are distinguished from the Human Resources Technician I+ by the performance of more complex duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the level I of this class, or when filled from the outside, require prior human resources experience.

### REPORTING RELATIONSHIPS

Receives direct supervision from professional or management staff.

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	Two years of full-time human resources experience in one or more of the above assignment areas.
<i>Education:</i>	Equivalent to completion of the twelfth grade. Additional training or specialized courses in human resources, administration or degree related to the core functions of this position is preferred.
<i>License / Certification:</i>	Professional Human Resources certification is preferred, such as: <ul style="list-style-type: none"> <li>● PHR (Professional in Human Resources)</li> <li>● SPHR (Senior Professional in Human Resources)</li> <li>● IPMA-CP (Certified Professional in Human Resources)</li> <li>● CCP (Certified Compensation Professional)</li> <li>● CBP (Certified Benefits Professional)</li> </ul>

### ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform a variety of paraprofessional, technical and complex clerical duties involved in the implementation and coordination of the City's Human Resources programs; and to provide information and assistance to City staff and the public.

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Provide general clerical and administrative support; assist with special projects as required; compose and type correspondence; format and generate a variety of reports and documents as requested; create, implement and maintain various computerized confidential data bases and files as needed; takes notes and/or minutes at various committee or other meetings.
- Staff the HR front desk as required; answer the telephone and wait on the general public, providing routine and general information on City policies and procedures; process job applications and other forms; screen mail and telephone calls and respond to and resolve routine complaints and issues or refer issues to appropriate department personnel.
- Respond to questions from employees and the public regarding employment, the application process, benefits, and related issues; contact the public and outside agencies in acquiring and providing information; have comprehensive knowledge and understanding of City of Tempe Personnel Rules and Regulations and various employee group memorandums of understanding (MOU).
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

### **When assigned to employment services:**

- Assist in recruitment processes as required; answer inquiries concerning internal & external recruitment processes.
- Assist in arranging interview panels, scheduling applicant testing and preparation of interview packets and related paperwork; monitor and record testing processes.
- Complete and process PAR forms and related documentation for status, classification and compensation changes; prepare and process paperwork related to MOUs, hiring, promotions, salary adjustments, retirements and termination's; open and close PeopleSoft records and employee personnel files.
- Coordinate payroll functions with the accounting staff; record and review employees' direct deposits, calculate salary increases; inform accounting staff of changes in payroll.
- Coordinate new employee hire processing including required pre-employment physicals, drug

testing and background checks; coordinate with outside vendors and other agencies such as AZDPS and AZDOT to receive test results and review results with HR Analyst and appropriate Department Supervisor; coordinate and assist with the New Employee Orientation sessions.

**When assigned to benefits:**

- Prepare and process paperwork related to any benefits changes; open and close PeopleSoft records and employee benefits files; track and input employee status changes and work with departments on PAR processing.
- Assist with implementation and maintenance of various programs such as Employee Service Awards, Wellness, and Deferred Compensation.
- Assist in the administration and coordination of all city benefits programs; assist with new employee benefits orientations including facilitating employee enrollment in retirement, medical, dental, vision, life insurance and other benefits programs as appropriate; process program changes, additions, cancellations and terminations as requested; prepare correspondence regarding benefit coverage and/or policy changes; coordinate and assist with annual benefits open enrollment period and any benefits fairs; serve as liaison between employees and benefits vendors.
- Provide technical benefits information to employees and retirees; resolve benefits problems or complaints; collect any revenues due; compute monthly billing for vendors and prepare and review all requisitions for accuracy; verify payroll reports for correct employee deductions; process mediflex, deferred compensation, status changes and other benefits data entry.

**When assigned to administration:**

- Provide administrative support for the Human Resources Director and Deputy Director; schedule various meetings through Microsoft Outlook and manage complex calendaring; assist in preparation and submittal of items for the City Council through the City Clerk's office.
- Coordinate and respond to public records requests for human resources records; coordinate departmental records retention.
- Serve as staff liaison for the City's Merit System Board; assist in scheduling of Merit System Board hearings and related meetings; work with departments, Board members and employees to ensure dissemination of information.
- Assist with creating and maintaining internet and intranet pages; utilize current software programs such as FrontPage and Sharepoint to facilitate department communication internally and to other City departments; assist with creation and publication of department newsletters; serve as department liaison with Information Technology division as necessary.
- Provide data entry and retrieval using PeopleSoft HRMS; serve as department time-keeper if required; provide general administrative support and office management for the department.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

- Work in a stationary position for considerable periods of time;
- Operates office equipment, such as computer, copy machine and calculators;
- Extensive reading and close vision work;
- Filing and lifting boxes (approximately 25 lbs.);

- May require working extended hours.

COMPETENCIES		
CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p>For more information about the City of Tempe's competencies for all classifications:  <a href="#">City of Tempe, AZ : Competencies</a></p>		

JOB DESCRIPTION HISTORY
<p><i>Effective October 1988</i>  <i>Revised August, 1999</i>  <i>Revised June, 2002</i>  <i>Revised Mar 2005 (Update MQs and duties)</i>  <i>Revised May 2005 (Update MQs and duties)</i>  <i>Revised August 2006 (Update MQs and duties)</i>  <i>Revised August 2007 (Update MQs)</i>  <i>Revised March 2013 (Update duties and supervision)</i>  <i>Revised August 2015 (Update MQs)</i></p>