

# Human Resources Technician

Dept: Human Resources

FLSA Status: Non-Exempt

## General Definition of Work

Performs intermediate skilled administrative support work assisting with the administration of recruiting and benefits programs, providing administrative support, coordinating the preparation and maintenance of human resources related files and records, and related work as apparent or assigned. Work is performed under the moderate supervision of the Human Resources Director.

## Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

## Essential Functions

- Acts as an administrative assistant for the department; answers and forwards calls.
- Scans, files, copies and sorts documents.
- Serves as a back-up to human resources team members and to other administrative assistants.
- Coordinates recruiting efforts including sourcing, sorting and screening applicants, managing correspondence, advertisements, and maintaining applicable spreadsheets, reports and files.
- Manages specific human resources related projects as assigned by the Director.
- Serves as back-up for benefit enrollments; processes enrollment forms, conducts employee meetings as needed.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

## Knowledge, Skills and Abilities

General knowledge of the philosophy, principles and practices of public personnel administration; general knowledge of the County's activities, policies and procedures; thorough skill in the use of standard office equipment, hardware and software such as MS Word, Excel and PowerPoint; ability to communicate ideas effectively, both orally and in writing; ability to conduct detailed evaluations and studies; ability to prepare related reports and recommendations; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to exercise tact and courtesy to citizens, employees and applicants; ability to prioritize tasks; ability to maintain the confidentiality of personnel information and files for employees and applicants; ability to establish and maintain effective working relationships with other department, county officials, associates and the general public.

## Education and Experience

High school diploma or GED and three to five years experience working as an administrative assistant, or equivalent combination of education and experience.

## Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires speaking or hearing and using hands to finger, handle or feel, frequently requires standing, walking, sitting, reaching with hands and arms and repetitive motions and occasionally requires stooping, kneeling, crouching or crawling, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities; work has no

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exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

## Special Requirements

None.

## Competencies

**Business Ethics:** Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

**Communications:** Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

**Customer Service:** Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

**Dependability:** Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

**Job Knowledge:** Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

**Quality:** Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

**Relationship Building:** Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

**Initiative:** Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

\_\_\_\_\_  
Employee Name (Printed)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Manager Name (Printed)

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date