

FIRE DEPARTMENT
SANTA CLARA COUNTY

PERSONNEL SERVICES TECHNICIAN

DEFINITION

Under general direction, the Personnel Services Technician performs varied paraprofessional and technical duties in a variety of program areas including recruitment and selection, classification and compensation, employee relations, labor relations, employee training, and workers' compensation.

This classification is a confidential, unrepresented, Fair Labor Standards Act non-exempt position in the Classified Service.

DISTINGUISHING CHARACTERISTICS

Personnel Services Technician is a paraprofessional classification responsible for performing a full range of duties and responsibilities with minimal supervision and instruction and a high degree of confidentiality. This classification performs a variety of personnel-related assignments and requires considerable use of analytical ability and a reasonable degree of independent judgment.

This classification is distinguished from the higher-level classification utilized within the Personnel Services unit of Management Analyst in that the latter is responsible for performing the full scope of professional-level analytical duties related to new and current program functions.

The Personnel Services Technician reports to the Director of Personnel Services or their designee, and may also receive direction from the Management Analysts assigned to Personnel Services.

EXAMPLES OF DUTIES

Duties may include, but are not limited to the following:

- Perform complex technical, clerical, and administrative duties in support of the Department's Personnel Services unit in areas such as recruitment and selection, classification and compensation, employee and labor relations, training and/or organizational development.
- Assist in the coordination of various Personnel Services programs and activities, such as the Department of Justice/FBI fingerprinting process, pre-placement medical examinations, psychological evaluations, and background checks.
- Develop and revise Personnel Services related documents, procedures and forms; assist in the development of policies, rules, and procedures, perform analyses and research at the paraprofessional level.
- Perform scanning, indexing and filing of confidential documents including personnel files.
- Perform data collection, entry and analysis.
- Prepare periodic and special reports.

EXAMPLE OF DUTIES (continued)

- Answer / respond to telephone inquiries.
- Assist professional staff in researching and assembling information for classification and compensation studies, including gathering information, surveying other agencies, conducting and responding to salary surveys, and preparing summaries of information.
- Gather information and documents in support of employee relations related activities, such as disciplinary actions and investigations; provide administrative and clerical support such as scheduling investigative interviews and coordinating the distribution of notices.
- Draft job announcements, interview questions, rating sheets, recruitment advertisements, and written correspondence.
- Interpret and analyze exam scores, set pass points, and prepare reports to document results.
- Schedule, facilitate, and proctor written exams, assessment centers, etc.
- Coordinate with the Business Services Office to maintain records pertaining to the Department's budgeted position allocation.
- Verify personnel action documents related to employee status changes, including new hires, promotions, transfers, separations, specialty pays/differentials, salary increases, etc., and inputs them into the Department's HRIS/payroll system.
- Monitor the employee performance evaluation process; send notifications to managers and supervisors of upcoming performance evaluations; review and process performance evaluations.
- Complete and maintain mandated records, reports, and surveys as required by the Department, County, state and federal standards (i.e., workers' compensation, EEOC and Cal/OSHA reports).
- Format, proofread, edit, and distribute general and routine correspondence, reports, forms, and other documents.
- Schedule, coordinate and prepare materials for new employee orientations.
- Prepare logistics for meetings, workshops, and other division-sponsored events.
- Monitor and track advertising costs and other recruitment related expenses.
- Maintain inventories of office supplies and program materials.
- Maintain procedural desk manual.
- Receive and record payments, assist with office records, and tabulate data; work performed may include basic accounting.
- Track and reconcile division credit card activity.

EXAMPLE OF DUTIES (continued)

- Compose general correspondence, proposals, and more complex/advanced reports and documents; generate documents from verbal and draft written notes.
- Maintain and update Department information manuals specific to assigned division.
- May be required to drive in the performance of duties as assigned.
- Perform other duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience: Graduation from high school or passing of the General Education Development (GED) test and 30 college credit units, plus three (3) years of experience in a full-time position performing complex administrative support work. Additional work experience in a full-time position performing administrative support work may substitute for ten (10) college units for each additional year worked.

Highly Desirable: Special training, education, and/or certifications in human resources related fields. Training in computerized software programs including Microsoft Office suite.

Knowledge Of:

- Principles and practices of personnel policies and procedures; working knowledge of recruitment and selection processes, classification and compensation plans, and records management.
- Comprehensive knowledge of Department policies, procedures, rules and regulations and programs.
- Computer software applications related to office and support work such as Microsoft Word and Excel.
- Creating and/or formatting documents and forms.
- Filing and record keeping procedures.
- Letter and report writing.
- Office equipment including computer, printer, scanner, fax machine, telephone, shredder, etc.

Ability To:

- Anticipate issues and address challenges consistent with the Department's goals and mission.
- Research and analyze data, write reports and make recommendations to solve administrative problems and issues.
- Recognize program needs and develop strategies to implement more efficient systems and procedures.

Ability To: (continued)

- Read, analyze, interpret and appropriately apply information such as rules, policies, laws and procedures.
- Perform complex and detailed technical work, including mathematical calculations with considerable independence.
- Accurately analyze and enter data into the Department's HRIS/payroll system.
- Accurately and thoroughly complete assignments under the pressure of deadlines while effectively handling multiple assignments at the same time.
- Work independently with minimal supervision.
- Prioritize assignments.
- Develop and maintain accurate record-keeping systems.
- Maintain confidentiality.
- Operate office equipment such as computer, fax machines, copiers, or phone systems.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships.
- Provide excellent customer service; interact tactfully and courteously with Department personnel and the public, providing information and responding to concerns about the respective divisions and/or programs, policies, and functions.
- Use computers for various software applications such as database management or word processing in an in-depth basis (i.e. Microsoft Word and Excel).
- Type at a rate of 50 words per minute net.
- Listen, read, and understand information and ideas presented through the spoken and/or written word.
- Take and transcribe notes accurately.
- Operate a variety of general office equipment including telephone, scanner, copier, fax machine, printer, etc.
- Demonstrate initiative and exercise good judgment in the performance of duties.

Working Conditions/Physical Demands: Work is performed in an office environment; regular contact with staff and the public. The position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, stooping, grasping, and repetitive and fine coordination hand movement. The incumbent must be able to lift, push, and pull files, paper, and documents weighing up to 25 pounds.

Required License: Possession and continued maintenance of a valid class C California driver's license and a safe driving record may be required or the ability to provide alternative transportation, as approved by the appointing authority.

Pre-Employment Requirements: The candidate will be required to complete and pass a Live Scan fingerprint and background check, and complete a medical examination.