

**CLASS SPECIFICATION**  
**Senior Human Resources Technician**  
**Code Number: \_\_\_\_\_**

**GENERAL PURPOSE**

Under general supervision, independently performs a variety of difficult, responsible technical and administrative duties in support of the Commission's benefits programs; performs technical and administrative duties in support of agency-wide human resource management programs; and performs related work as assigned.

**DISTINGUISHING CHARACTERISTICS**

Senior Human Resources Technician is an advanced subprofessional technical and administrative support class in the Commission's human resource management job family. The incumbent performs a variety of technical and administrative activities in administering agency employee benefits and recruitment and selection programs in compliance with federal and state regulations and requirements. The incumbent provides employees with information on plans and plan requirements and assists them in resolving problems and disputes or works with professional staff and departments to prepare and deliver recruitment and selection products. An incumbent is expected to perform job assignments without close supervision using knowledge of Commission policies and human resource practices and procedures learned through experience.

Senior Human Resources Technician is distinguished from Human Resources Technician in that a Senior Human Resources Technician is responsible for performing more complex technical duties requiring the application of independent judgment and detailed knowledge of regulations and plan provisions required to administer Commission benefits and related human resource management programs. Senior Human Resources Technician is further distinguished from Human Resources Analyst in that a Human Resources Analyst independently performs professional assignments requiring the use of management and human resource theory and principles, gained through professional education, technical training and experience.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.

Assists in administering Commission employee benefits plans, including Section 125 flexible benefits, health, dental, life, long-term disability, retirement and deferred compensation; assists in coordinating and implementing annual plan renewal and open enrollment processes; collects, analyzes and evaluates plan renewal data; drafts proposals and Commission reports on plan renewal

issues; drafts correspondence and communication materials for review; processes and inputs employee enrollments and enrollment changes in the Personnel Information System database.

Provides new employees information on benefit plans and enrollment decisions required; organizes and conducts employee benefits orientation and briefing sessions on benefit plans/plan changes; assembles and distributes benefit plan descriptions, promotional materials and notices in compliance with federal requirements; counsels employees regarding employee benefit plan coverage, eligibility for benefits and claims procedures; works with employees and carriers to resolve eligibility and service issues; processes death and disability claims for payment to claimants and beneficiaries; sets up and maintains employee benefit plan records; assists employees in filing service and disability retirement applications; accepts employee retirement applications and ensures documentation to support application is complete.

Conducts new hire orientation sessions; processes employee personnel actions; inputs employee new hire, promotion, termination and status/pay change data to update the Personnel Information System database; generates and distributes periodic and special notices and reports; troubleshoots system problems and data errors; recommends system changes and enhancements.

Assists in Administering the Commission's COBRA plan to ensure compliance with federal notice and administrative requirements; prepares employee termination documents including COBRA and plan conversion materials; processes retiree and COBRA enrollments in health plans; conducts administrative exit interviews.

Assists in administering the Commission's workers' compensation program; provides information and answers questions from managers and supervisors and from injured employees regarding work status, return to duty, work limitations and claims adjudication issues; coordinates with third party administrators, medical personnel and others to resolve questions regarding employees' medical conditions, work limitations and their accommodation and ability to return to work on a full- or light-duty basis; maintains on-going contact with injured employees regarding the status of their medical conditions; sets up and maintains case files; provides administrative and case management support to the Commission's third party administrator and outside legal counsel, as directed.

Performs research projects of moderate scope; compiles results and drafts reports and recommendations; generates and compiles statistical reports; interprets policies, procedures and regulations to Commission supervisors, staff, applicants and the public in assigned areas of responsibility.

Performs assignments in support of recruitment and selection programs, including drafting job announcements, advertisements and other recruitment materials, screening applicant qualifications, answering applicant and candidate questions regarding Commission employment and generating notices and correspondence to applicants and candidates.

Assists in administering Commission program responsibilities such as records management, temporary employment, Conflict of Interest, volunteer, and wellness; recommends, coordinates and implements training resources, activities and communications; prepares and disseminates agenda and minutes for Committee and Team meetings; plans and schedules meetings and participates in associated assignments and projects; maintains centralized incident records; assists in reviewing program effectiveness and developing procedures, processes and program requirements.

## **OTHER DUTIES**

Conducts employee interviews; assists in maintaining employee personnel files and confidential health and medical records; assists in preparing responses to compensation and benefits surveys and in preparing and conducting Commission surveys; compiles and generates reports of survey data; provides classification, recruitment, compensation and benefits information to other organizations.

Prepares procurements, travel, requests for reimbursement; maintains records and prepares statistical reports on programs; audits, prepares and distributes employee performance evaluation program documents and management information reports; assists in analyzing, developing, revising and maintaining policies and operating procedures in areas assigned.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Knowledge of:**

Basic benefits program administration principles and practices, including claims processing, benefits reporting and insurance/benefit plan recordkeeping; standard employee benefit plans, coverages, and insurance recordkeeping requirements; federal, state and local laws and regulations applicable to assigned responsibilities; Commission administrative regulations, personnel policies and Memoranda of Understanding provisions applicable to areas of assigned responsibility; basic practices and techniques of public personnel administration, including recruitment, testing and selection programs; basic data gathering and analysis techniques; principles and practices of sound business communication; correct English usage, including spelling and grammar; standard business software, including word processing, spreadsheets and graphics; basic operations and requirements of the Commission's personnel information and payroll systems; recordkeeping and filing practices and procedures.

### **Ability to:**

Operate a computer using word processing and other business software; organize, set priorities and exercise sound independent judgment within areas of assigned responsibility; interpret, apply, explain and reach sound decisions in accordance with Commission and section regulations, policies, procedures, benefit plan provisions and labor contract provisions; understand and follow written and oral instructions; communicate effectively orally and in writing; prepare clear, concise and accurate reports, correspondence and other written materials; exercise tact and diplomacy in dealing with sensitive, varied and confidential personnel issues and employee situations; organize and maintain specialized files; establish and maintain effective working relationships with those encountered in the course of the work.

### **Training and Experience:**

A typical way of obtaining the knowledge, skills, and abilities outlined above is graduation from high school or a G.E.D equivalent; and five years of increasingly responsible office administrative experience that provide familiarity with human resource management practices, at

least two of which involved responsibility for administration of benefit plans and programs or personnel/payroll systems; or an equivalent combination of training and experience. Completion of courses in human resources, including personnel, risk and/or benefits administration, is desired but not required.

## **PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Physical Demands**

While performing the duties of this job, employees are regularly required to sit; talk or hear, both in person and by telephone; use hands to repetitively finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to stand and walk and lift up to ten pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **Mental Demands**

While performing the duties of this class, incumbents are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work with constant interruptions, work under intensive deadlines and interact with managers, employees, retirees, benefit plan administrators and carriers, bargaining unit representatives, applicants and the public.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions. A high volume of telephone calls and 'walk-in' traffic result in a moderately loud noise level on a frequent basis.