

NEW CASTLE COUNTY GOVERNMENT

Number 1270

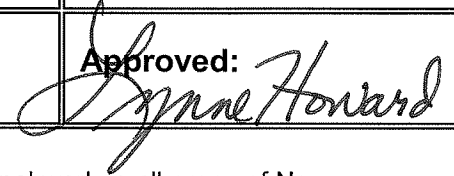
CLASS SPECIFICATION

Page 1 of 2

Date 10/01/10

Title: HUMAN RESOURCES TECHNICIAN

Approved:



GENERAL STATEMENT OF DUTIES: Performs administrative and professional work in all areas of New Castle County's human resources program; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs a variety of administrative and professional tasks in all areas of human resources administration, including but not limited to, staffing, recruitment and testing, classification, compensation, employee training and development, payroll and human resource information systems (HRIS) administration, employee and labor relations, benefits and pension administration and other human resources activities. This employee works with experienced judgment and discretion in carrying out responsibilities and assignments in accordance with policies, procedures and regulations. Managerial direction is available on complex matters and special projects. The employee exercises a substantial degree of independence in planning, organizing and completing assigned responsibilities. This is a confidential position dealing with sensitive labor relations matters. Supervision is exercised over clerical and support staff. The employee works under the general supervision of a higher level administrator.

EXAMPLES OF WORK: (Illustrative Only)

- Conducts research, surveys and statistical analysis in areas such as test development and administration, contract administration, classification, compensation, negotiations and other human resources matters, analyzes data, prepares reports and makes recommendations;
- Drafts and/or revises policies, procedures, examinations, class specifications, contract language and legislation for County Council;
- Performs varied administrative tasks to ensure consistent application of all policies and procedures;
- Confers with subject matter experts to develop written, computerized, oral and performance examinations;
- Conducts recruitment and applicant screening activities, administers examinations and compiles eligible lists;
- Coordinates and conducts selection interviews;
- Conducts classification reviews to determine the proper classification of positions, prepares necessary reports and makes recommendations for changes when necessary;
- Prepares reports and records concerning recruitment activities, applicant screening results and testing processes;
- Investigates, researches and analyzes problems, complaints and grievances;
- Coordinates the processing of performance evaluations, reviews performance evaluations and assists managers with questions and problems related to same;
- Researches, evaluates and coordinates with individuals to be utilized as subject matter experts for examinations, training consultants, management witnesses for hearings and other areas where resources are needed;
- Assists the management negotiating team by compiling, analyzing and providing statistical and technical information and may participate as a member of the negotiating team;
- Researches and responds to inquiries concerning interpretation of labor contract provisions, County Code provisions, policies and regulations;
- Plans, organizes, schedules and conducts County-wide programs and training sessions relating to human resources activities;
- Coordinates with other departments on the implementation of human resources policies, procedures and programs;
- Monitors and evaluates the effectiveness of human resources procedures, policies and programs and makes recommendations for changes needed;

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CLASS SPECIFICATION

Page 2 of 2

Date 10/01/10

Title: HUMAN RESOURCES TECHNICIAN

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- Coordinates activities relating to the human resource information system (HRIS), updating of the classification plan and pay plans and maintenance of the employee data base;
- Coordinates activities relating to benefits administration;
- Prepares necessary reports and correspondence in accordance with policies and procedures;
- Attends hearings and provides testimony as required;
- Acts as liaison with other departments, governmental units, private agencies and various citizen groups in matters pertaining to assigned responsibilities;
- Promotes an ongoing attitude of dedication to excellent customer service and ensures that internal and external customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of work.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Thorough knowledge of the principles and practices of public human resources administration including the areas of staffing, recruitment and testing, classification, compensation, employee training and development, payroll and HRIS administration, employee and labor relations, and benefits and pension administration including legal policies and regulations relating to the above areas; good knowledge of the New Castle County Code pertaining to human resources administration; good knowledge of the principles of governmental organization and administration; good knowledge of interviewing methods and techniques; some knowledge of basic statistical principles; ability to comprehend, interpret and apply a wide variety of regulations, policies and procedures and to perform a wide variety of interrelated functions; ability to communicate courteously and effectively, both verbally and in writing; ability to establish and maintain effective working relationships with general managers, government officials, union officials, agencies, organizations, employees, job applicants and the general public and to promote an attitude of dedication to excellent customer service; ability to make effective presentations before groups; demonstrated ability to utilize current spreadsheet, word processing and presentation software; ability to draw valid conclusions; tact and courtesy; thoroughness and dependability

MINIMUM QUALIFICATIONS: At least three (3) years experience in performing general human resources functions defined as staffing, recruitment and testing, classification, compensation, employee training and development, payroll and HRIS administration, employee and labor relations, and/or benefits and pension administration, at least one (1) year of which must have been at the professional level, and possession of a Bachelor's Degree from an accredited college or university with major course work in human resources management, public administration, business administration or related field; or an equivalent combination of experience, education or training directly related to the required knowledge, skills and abilities.

ADDITIONAL REQUIREMENTS: Ability to pass a Class III County physical examination and background check.

HISTORY OF REVISIONS:

Established:	07/01/87
Revised:	05/01/89
Revised:	07/26/94
Revised:	07/01/97
Revised:	11/01/97
Revised:	05/01/01
Revised:	10/01/10