

## **SAN LUIS OBISPO COUNTY OFFICE OF EDUCATION**

### **JOB TITLE: HUMAN RESOURCES TECHNICIAN**

**REPORTS TO:** Chief Human Resources Officer

**SUPERVISES:** No supervisory responsibilities.

#### **DEFINITION:**

Perform responsible technical duties related to human resources functions and processes. Provide assistance with recruitment, onboarding, absence tracking, credentials and tracking of human resources information and onboarding activities/processes for new hires. Operate and maintain an electronic fingerprinting machine to fingerprint applicants. Perform technical and clerical duties related to the processing of fingerprints for SLOCOE, County school districts and private agencies. Assure compliance with applicable laws, codes, rules and regulations. Maintain confidentiality of privileged and sensitive information. Prepare and maintain records, which may include absences, substitute activity, and credential and license expiration dates. Receive, audit, and enter employee absences in employee database. Provide support for Human Resources Department activities, initiatives and special projects, as assigned.

#### **QUALIFICATIONS:**

Required:

1. High school diploma or equivalent.
2. Three years of increasingly responsible clerical or administrative experience involving frequent public contact.
3. Federal Bureau of Investigation and the California Department of Justice fingerprint clearance as required by California Education Code.
4. Valid California Driver's License.
5. Word processing and database management experience.

Desired:

1. AA degree.
2. Experience within a human resources department or school district, county office of education, or governmental agency.
3. Fingerprinting experience.

#### **KNOWLEDGE AND ABILITY:**

1. Knowledge of modern office practices, procedures and equipment.
2. Knowledge of terminology, practices and procedures of assigned office.
3. Knowledge of record-keeping and filing techniques.
4. Knowledge of telephone techniques and etiquette.
5. Knowledge of correct English usage, grammar, spelling, punctuation and vocabulary.
6. Knowledge of operation of a computer and assigned software.
7. Ability to learn SLOCOE organization, operations, policies and objectives.
8. Ability to operate a variety of office equipment including a computer and assigned software.
9. Ability to communicate effectively both verbally and in writing.
10. Ability to complete work with frequent interruptions.
11. Ability to perform mathematic calculations with speed and accuracy.
12. Ability to learn, interpret, apply and explain laws, codes, rules, regulations, policies and procedures.
13. Ability to work confidentially with discretion.
14. Ability to maintain regular and reliable attendance.
15. Ability to drive to conduct work.
16. Ability to work independently, prioritize and manage multiple tasks and effectively apply time management skills.
17. Ability to establish and maintain positive and effective working relationships with diverse populations.
18. Ability to demonstrate interpersonal skills with tact, patience and courtesy.
19. Ability to listen, adapt, and respond to customer needs.

20. Ability to understand and carry out assignments in a neat, orderly, accurate, and timely fashion following verbal or written instructions with minimal supervision.
21. Ability to exercise sound judgments and decisions and to evaluate the results of those judgments and decisions.
22. Ability to deal with problems or issues involving several variables in standardized situations.

**ESSENTIAL FUNCTIONS:**

1. Track and monitor a variety of human resources data for organizational and compliance purposes (i.e. performance evaluations, human resources reporting, annual notifications, etc.) Communicate with appropriate personnel to ensure completion and progress on human resources data.
2. Perform technical duties in recruitment, screening, selection, classification and processing of substitute personnel, including onboarding and retention activities. Prepare and maintain records, reports, files related to substitute recruitment, advertisements, and recruitment activities. Create and maintain substitute personnel files. Prepare and conduct substitute new hire orientation.
3. Coordinate services and communications for the fingerprint consortium. Operate and maintain an electronic fingerprinting machine. Fingerprint applicants and process fingerprints according to established procedures. Enter applicant data into computerized database. Distribute appropriate forms to applicants and district offices.
4. Perform technical and clerical duties related to the processing of fingerprints for SLOCOE, County school districts and private agencies; assure compliance with applicable laws, codes, rules and regulations. Submit fingerprints for clearance with the Department of Justice (DOJ). Receive clearances and record information into database. Inform applicants, districts or agencies of clearances. Follow up on delayed clearances. Maintain automated records and files. Generate computerized lists and reports. Review and audit input and output for accuracy.
5. Complete, verify and process forms and applications. Receive monies and fees, make change, and issue receipts. Complete and submit related fee deposit forms. Maintain related records and files. Reconcile accounting information to DOJ and district and agency billings. complete and submit billings to appropriate department for payment; assist in resolving billing discrepancies.
6. Communicate with administrators, personnel and outside organizations to coordinate activities, resolve issues and exchange information.
7. Perform responsible administrative and technical duties related to maintaining and operating substitute placement and absence tracking system. Assist SLOCOE staff and substitutes with reporting and logon issues. Update employee profiles, address changes, and schedules. Run reports to monitor substitute activity. Maintain current list of substitutes and absences. Provide information to all new hires. Prepare and distribute informational packets and bulk mailings.
8. Track SLOCOE onboarding activities and processes for new hires.
9. Monitor TB clearance expiration dates. Notify employees when new testing is required. Create and maintain updated TB clearance forms. Monitor and input clearances upon arrival.
10. Perform absence tracking duties. Receive, audit, and enter employee absences in employee database. Ensure accuracy of absences in both substitute placement and absence tracking and employee database. Audit for anomalies. Create monthly absence reports for auditing and payroll purposes.
11. Complete requests for verification of employment.
12. Register credentials for San Luis Obispo County school districts and the public. Receive credential reports. Enter type of credential and expiration date in employee database. Maintain list of SLOCOE substitute credentials and expiration dates in the substitute placement and absence tracking system. Monitor and alert employee and/or administrator when credential is close to expiration.
13. Perform clerical accounting duties using accurate mathematical calculations. Review for accuracy and process income and expenditures, process purchase order and arrange for billings and payments as needed. Maintain auditable records.
14. Provide clerical support to the department: provide orientation clerical support and create new hire packets, create personnel folders, process name or address changes, and perform other clerical duties similar in nature and complexity. In the absence of the Confidential Administrative Assistant perform responsible clerical and administrative assistant duties to relieve the administrator of clerical detail.

15. Receive, screen and route telephone calls, mail, emails, and messages. Exercise independent judgment in resolving a variety of issues. Refer difficult issues to the administrator. Provide technical information and assistance related to program area or SLOCOE operations and related laws, rules, regulations, policies and procedures. Assist with front reception desk coverage and related functions as assigned. Receive, greet and assist visitors. Communicate with and respond to inquiries and exchange a variety of general information with SLOCOE personnel, students, parents, outside agencies, and the general public related to office or program activities, policies and procedures.
16. Establish and maintain filing systems. Review, revise, format, verify, proofread and edit documents. Collect and input data into an assigned computer system. Establish and maintain automated records and files. Initiate queries, develop spreadsheets, manipulate data and generate various computerized lists and reports. Assure accuracy of input and output data.
17. Operate office equipment including a calculator, copier, fax machine, typewriter, computer and software.
18. Communicate with SLOCOE personnel, governmental agencies and outside organizations to exchange information, request and provide materials, coordinate activities and resolve issues or concerns regarding position responsibilities.
19. Perform special projects and prepare forms and reports on behalf of Human Resources staff.
20. Assist in providing support for SLOCOE recognition programs.
21. Research, compile and verify data and information. Compute statistical information for reports. Distribute, collect, process and evaluate forms and applications related to assigned functions.
22. Handle confidential information and materials with complete security.
23. Drive a vehicle to multiple work locations to conduct work.
24. Perform related duties within the scope and skill level of the classification.

**ENVIRONMENT:**

1. Office environment.
2. Constant interruptions.

**PHYSICAL DEMANDS:**

1. Hearing and speaking to exchange information in person or on the telephone.
2. Dexterity of hands and fingers to operate computer keyboard and office equipment.
3. Seeing to read a variety of materials.
4. Sitting or standing for extended periods of time.
5. Physical agility to lift 15 pounds to shoulder height.
6. Lifting, carrying, pushing or pulling light objects.

**HAZARDS:**

Contact with dissatisfied or abusive individuals.

Grade Allocation: 27
Adopted: 2/25/15
Revised: 4/27/16, 5/26/21