DEFINITION

Under the general direction of a human resources supervisor or manager, lead the administration, maintenance and control of one or more major segments or functions of the Human Resources Department. Independently perform highly responsible and paraprofessional duties involving specialized and technical analysis and problem solving, handling situations and adopting effective courses of action within one or more human resources functions involving processes and outcome. Work confidentially and independently with discretion.

DISTINGUISHING CHARACTERISTICS

The Senior Human Resources Technician is the third level in the job family. Incumbents at this level typically report to a manager in the Human Resources Department and perform some of the duties of a professional level in multiple areas of human resources or act as an expert adviser to the District or its Colleges in one or more areas of human resources. Work requires a greater depth of knowledge and is performed with greater independence than that done at the Human Resources Technician level.

EXAMPLE OF DUTIES

1. Lead the administration and monitor and control activities of one or more specific human resources programs according to District policies and procedures, federal and State rules and regulations and labor relations contracts. Plan, lead and provide work direction to other human resources and campus staff.

2. Conduct research and analyses of a professional nature. Coordinate, plan and perform special studies. Accumulate, evaluate and analyze data and make intricate decisions regarding complex system processes.

3. Serve as the liaison between assigned areas and computer support services. Work closely with outside consultants or service providers.

4. Provide a wide range of information to faculty, staff, agencies and the public regarding assigned areas. Provide technical advice and detailed assistance to administrators, faculty and employees regarding interpretation of District policies and procedures, federal and state rules and regulations and labor relations contracts. Assist staff members with administrative problems and procedures.

5. Operate a computer and business related software including word processing, spreadsheets, and database management. Assist in the design of webpages for District information and public use. Input, edit, review, verify, and extract data from computer databases.

6. Lead projects in the analysis and testing of modifications/customs to the Human Resources Information Systems that relate to assigned areas. Set-up and maintain database system tables and database tracking systems. Provide consultative and technical assistance in the modification and implementation of database system issues.

7. Identify issues and concerns relating to operations, policies and procedures and coordinate the resolution of issues. Recommend changes to and assist in the formulation, preparation and modification of operational systems, policies and procedures.

8. Represent department or office in meetings or conferences; act as liaison between designated areas and other segments of the District or the public.
9. Maintain a variety of inter-related record and files and prepare reports. Compose and prepare special memos, documents, and memoranda responding to questions or inquires.

10. Apply and interpret District policies, procedures, rules and regulations. Understand, interpret, apply and sustain applicable sections of State Education Codes, District collective bargaining contracts, and other local, State, and federal laws. Learn updates and revisions to regulations, policies, rules and collective bargaining agreements.

11. Prepare special reports and materials for human resources processes; review contract requirements and assure proper implementation. Perform other special projects and prepare reports. Apply and interpret District policies, procedures, rules, and regulations. Handle sensitive materials and confidential issues regarding employment, employee relations, payroll, and personnel administration and information.

12. Assist in the development and implementation of a variety of training programs for all levels of employees. Coordinate and schedule meetings, interviews and special events. Provide orientations and workshops; create a variety of resources and materials to support these programs.

13. Assist in the preparation of department or program budgets; monitor budget and expenditures; review periodic budget reports to compare actuals against forecasts; and make budgetary transfers as necessary.

14. Train and provide work direction and guidance to technical and clerical personnel as assigned; coordinate office assignments and work activities.

15. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:
- Applicable sections of State Education Codes, and other local, State and federal laws.
- Basic accounting, financial and statistical record-keeping practices.
- Basic research procedures and principles including problem solving and research techniques.
- Computer applications and systems involving word processing, spreadsheets and databases.
- District organization, operations, policies, procedures and objectives.
- District policies, rules, regulations and procedures as applied to assigned programs.
- English usage, grammar, spelling, punctuation and vocabulary.
- General computer operations and platforms and business related applications and database management.
- Human Resources policies, practices and procedures in assigned areas.
- Microcomputers and mainframe computer terminals and operation.
- Modern office practices, procedures and equipment, including business software and hardware, records maintenance, document processing, filing systems, telephone techniques, and letter and report writing.
- Oral and written communications skills.
- Principles and practices of administration, training and work direction.
- Record-keeping techniques.
- Research and analysis in the application of business and statistics and reporting techniques.
- Technical aspects of field of specialty.
- Understanding of collective bargaining contracts.

Skills and Abilities:
- Analyze situations and gather data accurately and adopt an effective course of action, drawing logical conclusions and making appropriate recommendations.
- Assemble data and prepare correspondence and reports.
- Communicate effectively both orally and in writing.
Compose complex documents, correspondence and reports independently.
Coordinate meetings and special events.
Establish and maintain effective working relationships with others.
Identify different approaches creatively and initiate constructive approaches and solutions.
Implement a major part of a human resource program independently.
Lead, train and provide work direction to others.
Learn, interpret, and apply policies, procedures, rules and regulations.
Maintain computer software files and records.
Maintain confidential and complex records and files and prepare reports.
Meet schedules and time lines.
Operate computer software programs including word processing, spreadsheets and databases.
Perform a wide variety of difficult, specialized and complex technical human resources work in
assigned areas.
Prepare and maintain budget documents.
Provide technical expertise and analytical support.
Relieve the supervisor or manager of routine administrative details.
Research and analyze the application of business and statistical research and reporting techniques.
Understand and follow oral and written directions.
Work confidentially and independently with discretion.

Training and Experience:
Any combination of training and experience equivalent to: two years of college with special course
work in business administration or human resources management or a related field and five years
analytical and complex technical experience in one or more Human Resources functional areas.

WORKING CONDITIONS

Physical Requirements:
Category III

Environment:
Favorable, usually involves an office. Some travel to campus and agency sites.