

THE MARYLAND-NATIONAL CAPITAL PARK AND PLANNING COMMISSION

TITLE: Senior Human Resources Technician GRADE: F CODE: 2611
SERIES: Human Resources DATE: 6/28/05 FLSA: Non-Exempt
EEOC: Paraprofessional

Class Definition

Under general supervision, performs technical human resources processing and general office clerical work in support of the Commission's Human Resources (HR) Division. Senior Human Resources Technicians perform a variety of technical processing tasks requiring knowledge and application of the Commission's rules and regulations as well as any federal state or local laws governing these processes. As senior level technicians, employees are expected to examine transaction documents for completeness, accuracy and proper authority, and to follow up as necessary with operating staff on matters that are not clear or in compliance with Commission policies, rules, and regulations. Employees communicate extensively with all offices and units of the Commission, responding to inquiries and following up on HR transaction matters. Related duties include, but are not limited to, maintaining human resources files and records and performing records/files searches, compiling and verifying data, and entering/accessing data in computerized databases. Employees may be assigned to a central processing team or to a program team, providing support to HR staff. Assignments are typically accompanied with detailed instructions, and employees' work is monitored to ensure that procedures are correctly followed. Performs other duties as assigned.

Examples of Important Duties:

1. Responds to inquiries from applicants, employees, and general public regarding Commission job openings, salaries, benefits, insurance claims, Merit System Rules and Regulations, and other human resource policies and procedures.
2. Receives, logs, codes, and processes forms (e.g., applications, personnel actions, insurance claims, workers compensation forms). Checks accuracy and completeness. Makes corrections. Codes data. Verifies information. Makes computations. Sends forms to other Commission units or a third party for further processing. Reconciles any discrepancies. Writes periodic reports (e.g., applicant flow, personnel actions, turnover). Ensures personnel actions are completed in a timely manner.
3. Perform research and limited analysis in support of work program requiring attention to detail (e.g., researching correct application of expenses to work program, comparing minimum requirements to applications for employment to ensure eligibility, conducting research on the implementation of new programs, analyzing statistical information, tracking legislation to ensure compliance of Commission programs).
4. Runs reports and system queries to ensure data integrity and to answer inquiries.
5. Writes letters and routine correspondence to transmit publications, answer questions, request information, obtain payments (e.g., insurance premiums), or provide notification about HR matters (e.g., applications, personnel actions, benefits).

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Examples of Important Duties: (cont.)

6. Responds to inquiries regarding employment verification, benefits eligibility, occupational duty requirements (e.g., rabies vaccinations, respiratory equipment usage and replacement, audiometric testing, toxic chemicals and products, pesticides and asbestos) and other human resources programs.
7. Responsible for coordinating orientation sessions and other training classes. Assembles class listing, secures materials, ensures room set-up is appropriate, and may participate in presentations.
8. Maintains a variety of confidential HR records (e.g., personnel files, eligibility lists, insurance coverage). Checks computer printouts against original documents to verify and correct computer records. Sorts and files documents. Searches files to answer questions or assemble data.
9. Prepares HR forms (e.g., personnel actions, insurance claims) at request of supervisor or employees. Conducts interviews and checks records to obtain data. Makes computations (e.g., salary, benefits). Completes forms.
10. Reviews and interprets terminology in reports. Schedules required employee tests; monitors tests results; and any follow-up test results; informs appropriate individuals.
11. Maintains inventory of forms, brochures, booklets, manuals, classification specifications, and other publications. Orders supplies when needed.

Important Worker Characteristics:

Some Knowledge of: (1) terminology and practices appropriate to area of expertise; (2) modern office practices and procedures; (3) basic mathematics; (4) HR practices and procedures; (5) Commission policies and procedures*; (6) Merit System Rules and Regulations*.

Skill in operation of: (1) standard office equipment; and (2) personal computer and appropriate software (i.e., word processing, spreadsheet, database).

Ability to: (1) understand a system of procedures; (2) calculate fractions, decimals, and percentages; (3) read and understand routine reports and correspondence; (4) report conclusions based on analysis of data; (5) write routine reports and correspondence; (6) communicate effectively and work cooperatively with others.

* Developed primarily after employment in this job class.

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Minimum Qualifications

1. Associates Arts Degree or completion of a two-year post secondary school program in Human Resources Management, records management or related area of expertise.
2. An equivalent combination of education and experience.

Working Conditions

Works in an office setting. Work is subject to inflexible deadlines and interruptions. Occasionally required to work extended hours to meet deadlines. Workers are exposed to normal office hazards.