

## The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Human Resources Technician I      GRADE: 14      DATE: 11/9/2022  
SERIES: Corporate Human Resources      CODE: 1536      EEO: Technician      FLSA: Non-Exempt

### Class Definition:

Under general supervision and within the Department of Human Resources and Management, performs human resources processing and general office clerical work in support of the Commission's Corporate Human Resources (HR) Division in one or more specific HR functions, such as recruitment, employee relations, training and organizational development, health and benefits, classification and compensation or other functional areas. Performs routine office processing tasks as part of a career development program to prepare them for advancement to the senior level. Learns the procedures for processing HR transactions (e.g., personnel actions, assigning position numbers) requiring the application of Commission Rules and Regulations. Performs duties that include maintaining human resources files and records, performing research, compiling and verifying data, and entering/accessing computerized databases and Enterprise Resource Planning (ERP) systems. Employees may be assigned to work within a centralized team or a specialized program team to provide general office support to Corporate HR staff and assistance to employees who have HR questions. Uses standard office support information and equipment to perform a range of Corporate HR and general office support assignments. Some work is confidential or sensitive. Work contributes to the accuracy, adequacy, timeliness and other facets of support of the Corporate Human Resources Division. Applies knowledge of HR procedures and practices applicable to the assignment domain, with emphasis on recurring procedures. Follows procedures and applies standard solutions to a range of common or recurring problems. Interacts with people inside and outside the work unit, including the general public or outside organizations, to exchange routine information. Performs other duties, as assigned.

Assignments are made in terms of ongoing functional responsibilities and requirements of specific assignments. Incumbent independently plans and carries out the work in conformance with established policies and procedures and accepted office support practices, resolves commonly encountered work problems and deviations by selecting and applying the appropriate guidelines, keeps the supervisor informed and brings uncommon problems to the supervisor's attention for guidance or resolution. Work is expected to be accurate, timely and consistent with guidelines – the incumbent is held responsible for results; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and other factors.

### Examples of Important Duties:

1. Responds to routine inquiries from employees, applicants, corporations and the general public regarding employment opportunities, salaries, benefit entitlements, insurance claims, trainings offered, Merit System Rules and Regulations, practices, procedures and other HR policies and procedures. Participates in new employee orientation and training as required.
2. Drafts letters and routine correspondence to transmit information, answers questions, requests information, obtains payments (e.g., insurance premiums), and provides information to employees and management about HR matters (e.g., applications, personnel actions, benefits).

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3. Responds to requests for employment verification, benefits eligibility, position minimum qualifications, occupational duty requirements (e.g., required vaccinations, respiratory equipment usage and replacement, audiometric testing, toxic chemicals and products, pesticides and asbestos), and other human resources programs.
4. Receives, logs, codes and processes forms (e.g., personnel actions, insurance claims, vetting instructor forms). Checks accuracy and completeness, making corrections as necessary. Enters data into systems, databases and reports accurately and in a timely manner. Processes computations and audits work. 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 actions are completed in a timely manner. Files documents and ensures confidential information is protected. Communicates any results to departments.
5. Maintains a variety of confidential HR records (e.g., official personnel files, eligibility lists, insurance coverage, trainings completed, I-9 filings). Verifies and audits data against source documents to ensure accuracy. Maintains confidential filing systems for records. Scans information into files. Provides research upon request.
6. Initiates HR transactions (e.g., personnel actions, insurance claims) at the request of supervisor or employees. Researches records to obtain information on candidates or employees. Processes computations (e.g., salary, benefits). Completes forms.
7. Assembles orientation information for new employees and provides assistance at orientation sessions. Assists with training classes by providing support to higher-level staff.
8. Maintains the inventory of forms, brochures, booklets, manuals, classification specifications and other publications. Orders supplies when needed.
9. Performs general office support functions, such as disseminating incoming mail and faxes.

### Important Worker Characteristics:

- A. Knowledge of (1) a complete system of human resources support principles and procedures applicable to the area of assignment, with emphasis on key principles applying to processes and transactions, such as employee health and benefits support, human resources information system support, training and development support, recruitment and selection services support, alone or in combination, consistent with the specific duties and responsibilities of the position of assignment; (2) Corporate Human Resources Division policies, procedures and practices pertinent to the area of assignment;\* and (3) Commission organization, policies and procedures.\*

*\*Typically acquired or fully developed primarily after employment in this job class.*

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- B. Skill and ability to (1) maintain confidentiality; and (2) provide courteous customer service.
- C. Skill in problem-solving to select, organize and logically process relevant information (verbal, numerical, or abstract) to solve a problem. Examples include collecting, compiling, preparing, processing and reporting on employee personnel transactions, classification vetting requests and employee benefit inquiries; maintaining databases; reconciling discrepancies; and preparing adjustments, as necessary.
- D. Skill in communication to understand verbal and written information and to express such information so that others will understand. Examples include exchanging routine and non-routine information about Corporate HR transactions with co-workers and internal or external customers.
- E. Interpersonal skills to interact effectively with contacts in a businesslike, customer service-oriented manner; this includes establishing and maintaining effective working relationships and working as a member of a team.
- F. Skill in using a computer, modern office suite software (such as MS Office), enterprise software, and specialized software (e.g., NEOGOV).

### Minimum Qualifications (MQs):

1. High School diploma or a Certificate of General Educational Development (GED).
2. An equivalent combination of education and experience may be substituted.
3. Depending on assignment, a valid driver's license in accordance with both state and Commission rules and regulations. Driver's license must be unencumbered by restrictions, revocations, suspensions, or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required by the position of assignment.

### Working Conditions:

Primarily works in an office setting and may occasionally travel to required meetings and visit department worksites. Work is primarily sedentary and requires light physical effort; may require greater physical effort on an incidental basis. May be subject to various job demands such as high volume of work, interruptions and tight deadlines. Occasionally required to work extended hours to meet deadlines.