

## The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Human Resources Technician II      GRADE: 16      DATE: 11/9/2022  
SERIES: Corporate Human Resources      CODE: 1537      EEO: Technician      FLSA: Non-Exempt

### Class Definition:

Under general supervision and within the Department of Human Resources and Management, performs the full range of technical 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 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 collect, compile, prepare, process and report on data or transactions, monitor and reconcile assigned tasks, examine transaction documents for completeness, accuracy and proper authority; and follows 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 Corporate HR transaction matters. Provides recommendations on how to improve processes. Related duties include, but are not limited to, maintaining official human resources files and records, performing searches, compiling and verifying data, and entering/accessing data in computerized systems and databases. Work is assigned by functional area. Employees may be assigned to a central processing team or to a program team, providing support to Corporate HR staff. Some work is confidential or sensitive. Work has an important impact on the accuracy, timeliness, reliability and procedural compliance of a range of human resources work products of the Corporate Human Resources Division. Applies knowledge of and skill in, HR support, principles and procedures applicable to the functional area, with emphasis on key principles applying to processes and transactions, knowledge of the Corporate Human Resources Division policies, procedures, practices, and knowledge of the business of the organization altogether to help ensure one's own work products and services are effective. Independently performs various types of operations and solves conventional problems. Interacts with people inside and outside the work unit, including the general public or outside organizations, to exchange routine and non-routine information. Performs other duties, as assigned.

Assignments are made in terms of ongoing functional responsibilities, requirements of specific assignments and anticipated problems. 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 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 human resource matters. Participates in orientation and training sessions as required.

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2. Writes 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).
3. Responds to requests for information regarding employment verification, benefits eligibility, position 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, completeness and compliance with merit rules, making corrections, as necessary. 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. Performs research and limited analysis in support of work program requiring attention to detail (e.g., researching the 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).
6. Maintains a variety of confidential HR records (e.g., official personnel files, eligibility lists, insurance coverage, trainings completed). Verifies and audits data against source documents to ensure accuracy. Maintains confidential filing system for records. Provides research upon request.
7. Reviews and interprets terminology in reports. Schedules required employee tests, monitors test results and any follow-up test results; informs appropriate individuals.
8. Runs reports and system queries to ensure data integrity and to answer inquiries.
9. 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.
10. Initiates HR transactions (e.g., personnel actions, insurance claims) at the request of supervisor or employees. Conducts interviews and researches records to obtain information on candidates or employees. Processes computations (e.g., salary, benefits). Completes forms.
11. Maintains the inventory of forms, brochures, booklets, manuals, classification specifications, and other publications. Orders supplies when needed.

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12. Reviews and processes invoices from vendors for payment.
13. May provide technical assistance, training, and oversee the work of lower-level employees.

### Important Worker Characteristics:

- A. Knowledge of, and skill in, (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, recruitment and selection services support, training and development 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.*

- B. Skill and ability to (1) keep information confidential; (2) organize and attention to detail; and (3) analytical and problem-solving skills; and (4) 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 others will understand. Examples include exchanging routine and non-routine information about 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 or a leader 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. Three (3) years of Human Resources support experience that includes work in the range of duties and responsibilities in this class specification.

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3. An equivalent combination of education and experience may be substituted, which together total three (3) years.
4. 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 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.