

## THE MARYLAND-NATIONAL CAPITAL PARK AND PLANNING COMMISSION

TITLE: Human Resources Technician  
SERIES: Human Resources

GRADE: E      CODE: 2610  
DATE: 6/28/05      FLSA: Non-Exempt  
EEOC: Technician

### Class Definition

Under close supervision, performs human resources processing and general office clerical work in support of the Commission's Human Resources (HR) Division. Human Resources Technicians perform the more routine office processing tasks as part of a career development program to prepare them for advancement to the fully experienced level of Senior Human Resources Technician. HR Technicians learn the procedures for processing human resources actions (e.g., Personnel Action Forms) requiring the application of Commission rules and regulations. Related duties include 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 general office support to HR staff. Assignments are typically accompanied with detailed instructions, and employees' work is monitored closely to ensure that procedures are correctly followed. Performs other duties as assigned.

### Examples of Important Duties:

1. Responds to routine 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. Participates in orientation training sessions to explain Commission HR systems to new employees.
2. Receives, logs, codes, and processes forms (e.g., applications, personnel actions, insurance claims). 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.
3. 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).
4. Responds to inquiries (e.g., employment verification, unemployment claims).
5. Assembles orientation packets for new employees and assists at orientation sessions.
6. 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.
7. Prepares routine 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.

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Examples of Important Duties: (cont.)

8. Maintains inventory of forms, brochures, booklets, manuals, classification specifications, and other publications. Orders supplies when needed.

Important Worker Characteristics:

Some Knowledge of: (1) modern office practices and procedures; (2) basic mathematics; (3) HR practices and procedures; (4) Commission policies and procedures\*; (5) 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) write routine reports and correspondence; (5) communicate effectively and work cooperatively with others.

\* Developed primarily after employment in this job class.

Minimum Qualifications

Graduation from high school or GED.

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.