



W.9.b.

## AGENDA COVER MEMORANDUM

**AGENDA DATE:** February 2, 2005

**PRESENTED TO:** Board of County Commissioners

**PRESENTED BY:** Hector Rios, Human Resources Analyst

**AGENDA TITLE:** IN THE MATTER OF CREATING CLASSIFICATION AND SALARY RANGE FOR HUMAN RESOURCES TECHNICIAN CLASSIFICATION

### I. MOTION

**MOVE APPROVAL OF ORDER 05- \_\_\_\_\_ /IN THE MATTER OF CREATING CLASSIFICATION AND SALARY RANGE FOR HUMAN RESOURCES TECHNICIAN.**

### II. ISSUE

The Human Resources Division has identified a need to establish a new classification as a Human Resources Technician, which would be an entry-level classification into the personnel occupational field.

### III. DISCUSSION

#### A. Background

For the last few years, the Human Resources Division has utilized the Sr. Office Assistant (Sr. OA) and Data Entry Operator (DEO) classification to perform duties to include: compiling and updating records of a variety of personnel actions; coordinating new employee orientation process; verifying employment preparing and maintaining personnel records, files and forms; providing recruitment support; preparing and maintaining a web-based application and recruitment process, assembling information to aide in the

recruitment process; maintaining transfer and promotional lists; excellent customer service skills to assist the public (both internal and external customers).

The reasons to establish this classification include:

#### Classification update

Although we have used the Sr. OA and Data Entry Operator classifications to perform some of these duties, neither truly reflected the duties, or the scope and depth of these duties. By establishing the Human Resources Technician classification, we will have a classification in place that more accurately describes the duties performed by some Lane County staff. This new classification will enable the Human Resources Division to target our recruiting efforts more accurately to those interested in the Human Resources field. Further, we anticipate that an additional outcome will be the reduction in employee turnover, which the Human Resources division has experienced.

This classification will enable the Human Resources division to provide increased potential for career growth into higher level classifications in Human Resources, which are typically difficult to fill.

#### **B. Analysis**

Human Resources evaluated existing classifications in the Lane County's classification plan for potential matches. Our current classification plan does not contain a match, so in consultation with Linda Norris of Norris Consulting, this new classification was created. Some of the main duties needed by this new classification include: *prepares job posting information for recruitments; posts and updates relevant job information; performs data entry of job applicant and exam process information; may arrange for testing and conduct applicant examinations; answers questions and explains information related to recruitment, promotion, transfer, employee status and other related areas; obtains advertising cost estimates and schedules as requested; maintains official filing systems including employee personnel files and applicant recruitment files; oversees new employee orientation sessions; reviews and processes personnel action forms in the HRIS database; provides insurance forms and basic benefits information to employees; prepares and maintains periodic and requested HR reports; responds to external requests for employment verification information.*

A point factor analysis was done and placed the Human Resources Technician classification at grade 019 (\$29,286 - \$40,539 / annually) in our compensation plan. In terms of internal equity, this is a range comparable with the Sr. Office Assistant, Secretary 2, Legal Secretary 2, and Medical Assistant classifications.

Human Resources conducted a survey of other Oregon counties to find potential matches and we were able to find classifications which, while not true matches in term of duties, were somewhat comparable, as noted in the table below.

County	Annual Salary Range
Multnomah County	\$32,872 - \$44,052
Deschutes County	\$29,872 - \$39,972
Lane County	\$29,286 - \$40,599

## **Budget**

The Management Services Department does have the necessary funding in place to pay for staff in this classification. The Human Resources Division has two positions approved in the FY 2004-2005, and both are filled with incumbents who would be placed into this classification. There is no budgetary impact for Lane County as this classification is already point-factored at the appropriate grade, which is the same as the Sr. Office Assistant classification utilized in the past.

## **C. Alternatives/Options**

1. Adopt the proposed classification and salary range as described above.
2. Reject the motion.

## **D. Recommendation**

It is recommended that the Board of County Commissioners adopt the motion to establish the classification and salary range for the Human Resources Technician classification.

## **IV. IMPLEMENTATION/FOLLOW-UP**

Upon board approval, Human Resources staff will update the classification and compensation plans, as approved by the Board of County Commissioners.

## **V. ATTACHMENTS**

Board Order

Human Resources Technician Classification Specifications

IN THE BOARD OF COUNTY COMMISSIONERS OF LANE COUNTY, OREGON

ORDER NO.

) *IN THE MATTER OF CREATING*  
) *CLASSIFICATION AND SALARY*  
) *RANGE FOR HUMAN RESOURCES*  
) *TECHNICIAN*

**WHEREAS**, Human Resources has completed a review and point factor of the proposed Human Resources Technician classification,

**WHEREAS**, it is the intent of Lane County to properly classify positions with regard to duties and compensation,

**WHEREAS**, changes to the classification and compensation plans require board approval,

**IT IS HEREBY RESOLVED AND ORDERED** that there be created the new classification of Human Resources Technician.

Human Resources Technician

Grade 019: \$29,286 - \$40,539

DATED this 2<sup>nd</sup> day of February 2, 2005

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Anna Morrison, Chair  
Lane County Board of Commissioners

IN THE MATTER OF CREATING CLASSIFICATION AND SALARY RANGE  
FOR HUMAN RESOURCES TECHNICIAN.

APPROVED AS TO FORM

Date 1/21/05 In the county

*Jesse Miller*  
OFFICE OF LEGAL COUNSEL

## **Human Resources Technician**

### DEFINITION

To perform human resources technical and functional support and office assistance duties. To assist human resources staff, applicants, employees and the public in daily procedural and administrative support functions of human resources. To answer and refer a variety of questions and inquiries. To accurately complete and enter data from a variety of relevant human resource forms and sources. To perform other related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED

Receives supervision from professional human resources staff.

### EXAMPLES OF DUTIES – Duties may include, but are not limited to the following:

Prepares job posting information for recruitments. Posts and updates relevant job information in a variety of venues and formats. Performs data entry of job applicant and exam process information, using established procedures. Reviews entries for accuracy. May arrange for testing times and sites and conduct applicant examinations.

Answers questions and explains information requiring the knowledge of policies and procedures related to recruitment, promotion, transfer, employee status and other related areas. Sends correspondence to applicants who are not selected for interview, using established procedures. Refers complex questions and issues to the appropriate HR staff member.

Obtains advertising cost estimates and schedules as requested. Prepares and/or proofs and submits ads to newspapers and other recruitment sources. Reconciles advertising charges to invoices; enters relevant data into HRIS. Resolves invoice discrepancies with advertising sources as appropriate.

In accordance with applicable collective bargaining agreements, contacts County employees to advise them of current job openings for which they may be eligible and to determine their interest in an interview. Provides follow-up information to management and senior human resources staff.

Maintains official filing systems including employee personnel files and applicant recruitment files; create and review files to ensure all forms are filed appropriately and

purged according to policy and procedures. Orders needed forms and documents as required.

Oversees new employee orientation sessions. Prepares material and forms for the sessions; verifies attendance. Attends sessions to answer questions and gather new-hire paperwork; monitors and follows up to obtain necessary documents to ensure timely processing, and enters the data into the HR software system according to established procedures.

Reviews and processes personnel action forms in the HRIS database in compliance with personnel rules, regulations, and the applicable labor contract; contacts departments for missing information or to discuss needed corrections; researches questions by referring to the compensation plan, policies, department staff or HR professional staff. Identifies and corrects problems with data or proposed actions.

Provides insurance forms and basic benefits information to employees. Processes paperwork and sends terminating employees information regarding benefits. Works with payroll staff to resolve personnel/payroll interface issues and problems.

Prepares and maintains periodic and requested HR reports to track actions and activities using data from the HR software system or other sources. Compiles information, drafts, summarizes, and distributes a variety of forms and documents as required.

Responds to external requests for employment verification information.

Prepares new employee identification badges; replaces damaged or lost badges for existing employees.

May train temporary clerical employees on office procedures.

## MINIMUM QUALIFICATIONS

### Knowledge of:

Modern office procedures, methods and computer equipment.

Filing systems.

Correct English usage, spelling, grammar and punctuation.

Standard office procedures, standard office software programs.

Ability to:

Perform a wide variety of responsible clerical and office support and assistance duties.

Independently set up and maintain a variety of confidential records and files.

Assemble data, perform data entry and prepare reports.

Work in an office environment with many interruptions and multiple, changing deadlines.

Quickly learn and apply applicable rules, regulations and policies.

Type at a speed of not less than 45 words per minute from clear copy.

Quickly learn and use HR software programs, including a Human Resources Information System.

Operate a computer terminal or desk-top computer to input and retrieve data.

Establish and maintain cooperative working relationships with employees, applicants and members of the public, using courtesy and tact.

Communicate clearly and concisely, both orally and in writing.

Perform duties with accuracy and attention to detail; consistently meet established deadlines and schedules.

Experience and Training

Training:

Equivalent to the completion of the 12<sup>th</sup> grade, and one year of college-level course work in business or office management or a related field, including specialized training in personnel or human resource management.

Experience:

Three years of responsible office assistance and clerical experience which includes direct public contact, and the use of software systems and performing data entry. Human Resources experience is desirable.

An equivalent combination of experience and training that will demonstrate the required knowledge and abilities.

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(CC) ORDER \_\_\_\_\_ / IN THE MATTER OF CREATING THE  
CLASSIFICATION AND SALARY RANGE FOR HUMAN RESOURCES  
TECHNICIAN.