

STATE OF ARIZONA JOB CODE CLASSIFICATION SPECIFICATION

FLSA:	NEXP	Job Code:	ACV32305
Job Class Code:	360	Salary Schedule:	AREG
EEO Category:	05	Grade:	16
Workers Comp Code:	8810		

Job Code Established:	03/01/05	Effective Date:	07/02/04
Job Code Revised:		Effective Date:	

JOB CODE SERIES: Personnel Management Series

JOB CODE TITLE: PERSONNEL TECHNICIAN II

HRIS TITLE: PERSONNEL TECH II

CHARACTERISTICS OF THE JOB CODE: Under general supervision of a Unit or Agency Supervisor, performs para-professional personnel work in classification, compensation, staffing, benefits and/or general personnel management within an agency or central human resources office. This is a developmental tech position and is assigned more difficult assignments than the Personnel Technician 1. Work involves applying policies, procedures, precedents and providing support to more complex and/or multiple programs, such as Employee Benefits, Human Resources Development, Performance Management, Training, Employee Relations and Employee Rewards. Serves as a technical resource regarding personnel operations; provides quality control on and processes input to the personnel data system. May serve in a lead capacity over other Human Resources staff as assigned.

EXAMPLES OF DUTIES: Individual positions may be responsible for some or all of the listed duties and/or other related duties. Verifies and processes personnel actions to ensure conformance with rules and procedures. Answers questions concerning personnel practices, rules and procedures. Verifies current and past employment. Collects, tabulates, and prepares a variety of human resource surveys and reports. Administers various selection devices including written and performance tests. Schedules training sessions germane to personnel operations. Maintains a wide variety of personnel records. Responds to inquiries concerning employment opportunities. Researches and responds to inquiries regarding personnel records and processing issues associated with salary administration, benefits administration, and general personnel management functions. Prepares correspondence regarding benefits eligibility, premiums and billings. Reviews daily input of personnel actions, documenting errors and returning actions for corrections. Resolves routine customer service inquiries. Assists in various human resources related activities, such as staffing, classification, compensation or benefits. Operates a computer and other automated office equipment. Uses multiple computer systems and software to review employee/customer information. Maintains various employee files. Interacts with agency management, personnel liaisons/coordinators and employees on personnel and benefits matters. Performs related work as required.

WORK CONDITIONS: The work is generally performed in an office setting; may require extensive computer usage; may come in contact with irate, distraught and/or agitated employees/customers.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: state and agency personnel rules, policies and procedures; federal and state laws governing pay and group insurance plans; problem solving techniques; customer service techniques; basic arithmetic word processing, spreadsheets and database management; personnel selection devices; recruiting, screening and interviewing techniques; data collection and tabulation; classification and employment processes; data processing

Skill in: data processing; survey data collection and tabulation; administering various selection devices including written and performance tests; providing recruitment, screening, and interviewing assistance; applying basic personnel rules, procedures and operations; planning, coordinating and/or resolving support problems in one or more Human Resources specialties; using on line Human Resources to obtain information; carrying out limited projects; examining a variety of personnel document for accuracy and processing; oral and written communications

Skill/Ability to: learn, understand and apply state and federal laws, as well as, state and agency rules, procedures and policies; respond to a wide range of personnel inquiries and situations with accuracy and diplomacy; provide support to analysts involved in one or more specialties; perform a wide variety of interrelated and/or non standard Human Resources support assignments.

SPECIAL SELECTION FACTORS: Some positions may require the use of a State vehicle, which requires the possession of a current valid Arizona Drivers License.