

PERSONNEL TECHNICIAN I

DESCRIPTION OF WORK

This is beginning level work as a program and technical assistant in one or more function areas in a personnel office.

Employees work with Personnel Analysts or Officers or an administrative official and assist them in the daily administration of one or more personnel programs. Work involves predominantly procedural activities in applying specific personnel procedures and guidelines, in gathering and compiling employee and position information, and in viewing, processing, and maintaining records in programs such as employee relations, manpower planning, policy administration, and position analysis. Employees work in well-established programs or sub-programs, and duties are performed in accordance with standard policies, precedents, and guidelines. Guidance is received when new or unusual situations occur, and work is reviewed for accuracy and judgment in the application of policies and instructions. Most contacts are with agency employees, applicants, and State Personnel in the gathering and transmittal of factual information.

EXAMPLES OF WORK TYPICAL OF THE TECHNICIAN I IN VARIOUS SPECIALTY AREAS

Employee Relations: Maintains an agency or institution's benefits program; coordinates or supervises the work of clerical employees who maintain records and process forms; explains a variety of policies and procedures to new, current, and terminating employees; advises employees on routine personnel and personal problems.

Manpower Planning: Acts as job information adviser; interviews applicants for a variety of clerical, professional, technical, and administrative positions; evaluates qualifications or vacancies or promotions; discusses management needs; selects or refers prospective employees based on duties and responsibilities of individual positions.

Policy Administration: Supervises and coordinates forms processing and recordkeeping activities for a large agency or institution and job audits for major class studies; makes preliminary recommendations on the proper course of action; assists analysts by gathering information and conducting desk audits in studies of selected positions or classes; is responsible for reviewing, analyzing, and processing requests for a limited variety of classes or types of actions in accordance with well-established guidelines and standards.

RECRUITMENT STANDARDS

Knowledges` Skills, and Abilities - Ability to use judgement and to apply selected policies, procedures, and regulations maintaining and processing personnel transactions; to gather and compile routine NC personnel information from potential or present employees, supervisors, and management personnel; to establish and maintain effective working relationships with employees, administrative officials, and the general public; to express oneself clearly and concisely in oral and written form; to understand and carry out complex oral or written instructions; to work independently and to assign and review the clerical work of other employees (may be required). General knowledge of personnel policies and procedures of the program or functional area of assignment.

Minimum Training and Experience Requirements - Graduation from high school and four years of progressively responsible administrative or clerical work including at least one year of experience in administering a personnel program(s) for a work unit or in a personnel office, preferably related to the area assigned to the position; or graduation from a four year college or university; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of position in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.