

## PERSONNEL TECHNICIAN II

### DESCRIPTION OF WORK

This is specialized work as a program and technical assistant in one or more functional areas in a personnel office.

Employees work with Personnel Analysts or Officers or administrative officials and assist them in a variety of activities involving regulation and procedures application, records administration, information gathering and evaluation, and employee advice duties. Employees' areas of responsibility are usually well-defined; however, the overall personnel program may be dynamic in character, requiring the employee to adapt procedures to changing situations, needs and deadline, and to maintain service activities within detailed guidelines and instructions. Non-routine or technically complex functions and problems are referred to supervisor. Most contacts are with agency employees, applicants, and State Personnel in the gathering and assessment of information.

### EXAMPLES OF WORK TYPICAL OF THE TECHNICIAN II IN VARIOUS SPECIALTY AREAS

Employee Relations: Supervises a comprehensive benefits program combined with communications activities, such as employee counseling, information gathering concerning grievances and disciplinary actions, and compiling employee newsletters; supervises other employees involved in benefits explanation and records maintenance.

Manpower Planning: Supervises and coordinates interviewing, referral, and applicant evaluation activities; recruits and interviews for frequent or hard-to-fill vacancies, for specialized positions or for promotions; assists managers in determining manpower requirements; responsible for a wide variety of occupational groups.

Policy Administration: Supervises and coordinates the records, forms processing, and policy administration activities for the largest agencies; day-to-day processing is delegated to subordinate employees; researches past action and precedents and recommends viable courses of action; explains policies and interpretations.

Position Analysis: Combines research and information duties with responsibility for the daily maintenance of a selected portion of the classification plan; gathers supportive data and prepares documentation for recommendation; interviews employees in individual and groups of positions as requested by higher level analysts or State Personnel.

### RECRUITMENT STANDARDS

Knowledge, Skills, and Abilities - Ability to interpret and apply standards personnel policies, procedures, and regulations to a variety of personnel transactions; to gather, compile, and evaluate position and employee information; to exercise judgment in evaluating situations and making recommendations concerning employees and positions, transactions, and problems; 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 work independently and to make recommendations; and to organize and supervise the work of other technicians and clerical employees (may be required).

Additional KSA's Necessary for Successful Job Performance - Considerable knowledge of personnel policies and procedures of the program or functional area of assignment; general knowledge of agency or institution programs and organization.

Minimum Training and Experience Requirements - Graduation from high school and five years of progressively responsible administrative work including at least two years 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 and 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 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.