



Title: Human Resources Technician

FLSA STATUS: Non-Exempt under FLSA guidelines.

SUPERVISION RECEIVED AND EXERCISED:

Receives direction from the Human Resources Manager.
This is a non-supervisory job classification.

MINIMUM QUALIFICATIONS

- **Education:** High School Diploma or Equivalent
 - Equivalency: Equivalent years of experience are equal to one (1) year of relevant experience for every one (1) year of education required.
- **Experience:** A minimum of three (3) years experience performing specialized administrative support work.
- **Licenses/Certifications/Special Requirements:**
 - None

PREFERRED/DESIRABLE QUALIFICATION(s):

- Experience in a municipal or government setting.
- Previous experience in the Human Resources field.

JOB SUMMARY

The purpose of this position is to provide customer service to internal and external customers and to provide technical support for the training and development programs in the City. This is accomplished by assisting customers at the Human Resource's front desk, responding to inquiries, and supporting the Organizational Development Coordinator with the citywide employee training program and development programs and initiatives.



ESSENTIAL FUNCTIONS

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position.

#	Essential Functions
1	Staffs the HR front desk; answers the telephone and assists the general public and internal customers, provides routine and general information on City policies and procedures; screens mail and telephone calls and responds to and resolves routine complaints and issues or refer issues to appropriate department personnel.
2	Reviews and monitors employee registrations for training classes, answers questions for employees on courses and records, helps employees make changes to their registrations, assists with the maintenance of the learning management system, and answers questions on class specifications.
3	Supports the training instructors by assisting with classroom set-up and notifications, and preparing and providing training materials.
4	Assists with education and training activities by reviewing education documents, processing forms and requests for education reimbursements, entering information and data, maintaining tracking, scheduling training, and assisting with the creation of presentation materials.
5	Assists with special assignments, projects, meetings, and/or events through coordination and administration. Prepares various documents and spreadsheets and reviews data as needed for the department. Maintains and sorts files and records, which may include scanning and indexing city records into an electronic management system. Assists with records retention and destruction.



City of Peoria

HUMAN RESOURCES

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

Physical strength for this position is indicated below with "X"					
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.					
Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

Work Environment for this position is indicated below with "X"				
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.				
Office	X	Outdoors	Vehicle	Office and Field/Plant/ Warehouse
Position is typically office or administrative work and is not substantially exposed to adverse environmental conditions.		Incumbents may be subjected to extreme temperatures, wetness/humidity, respiratory hazards and noise and vibration.	Incumbents may be subjected to moving mechanical parts, vibrations, fumes, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, work space restrictions, intense noises and travel.	The work will occur in an office and field environment. While performing the duties and responsibilities the employee maybe exposed to loud noise, noxious odors, unsanitary conditions, chemicals, electricity, moving mechanical parts, varying weather conditions, and other related conditions and situations. Position is subject to atmospheric conditions: Fumes, odors, dust, mists, gases or poor ventilation

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computer, printers, copier, fax, scanner and related software.

PROTECTIVE EQUIPMENT REQUIRED:

None required.