



**CITY OF NORFOLK**  
Department of Human Resources

**INVITES APPLICATIONS FOR THE POSITION OF:  
Human Resources Technician**

*An Equal Opportunity Employer*

**SALARY**  
\$17.95 - \$29.27 Hourly    \$1,436.04 - \$2,341.69 Biweekly    \$37,337.00 - \$60,884.00  
Annually

**OPENING DATE:** 05/22/18

**CLOSING DATE:** Continuous

**DESCRIPTION:**

Being a Norfolk employee is more than just a job, it's a lifestyle. Norfolk is a vibrant waterfront community making it a great place to live, work and play.

Located on the world's greatest natural harbor, Norfolk is one of the largest East Coast ports and is undergoing a major expansion that will double its size by 2030. To accommodate its growing cruise industry and to boost tourism even further, Norfolk has also constructed a cruise terminal on the downtown waterfront.

Norfolk has a vibrant cultural scene and is the cultural capital of Virginia. The Chrysler Museum of Arts is one of the top 20 museums in the country. The Virginia Symphony, the Virginia Stage Company, the Virginia Ballet and the Virginia Opera all call Norfolk home. Sports fans can enjoy the Norfolk Tides, the local triple-A baseball team at the beautiful Harbor Park Stadium; follow the Admirals, the East Coast Hockey League team; and a host of Division I college athletics.

We are currently recruiting for qualified applicants for Human Resources Technician. Come and see why the City of Norfolk is the place you want to be!

**ESSENTIAL FUNCTIONS**

The Human Resources Technician, under the general supervision of the HR Director, provides a wide variety of highly responsible, confidential, and detailed administrative and technical support of the Human Resources department. Responsible for HRIS and personnel records maintenance, detailed administrative support, benefit administration, employee recruitment efforts, employee relation efforts and special project support as assigned.

Essential functions include but are not limited to:

**Human Resources/Administrative Functions:**

- Responds to a variety of questions from employees and applicants including information on processing forms, recruitment, general benefits, policies and procedures and special programs or activities.
- Responsible for HRIS database entry and maintenance of personnel files. Inputs and accesses data from HRIS. Enters data for new hires and incumbents ensuring accuracy of information.
- Prepares complex HR reports from HRIS system.

- Processes personnel action forms for all additions, terminations, changes and ensures all required documentation is completed properly.
- Reviews, verifies, and processes new hire and payroll documents.
- Ensures appropriate security and confidentiality of employee information and records.
- Administers DOT Random Drug Testing program in accordance with City policy and government compliance. Coordinates with departments on random testing requirements.
- Issues and maintains I.D./building access cards.
- Prepares administrative reports as necessary or requested; reconciles and corrects errors as required.
- Responds to employee verifications and other inquiries from employees, supervisors, and outside agencies; grants release of employment information as appropriately authorized.
- Maintains HR files, correspondence and other materials; files all correspondence and other records in a timely manner. Makes copies of correspondence or other printed material, as necessary.
- Composes, types, and/or edits a variety of correspondence, reports, memoranda, and other material required good judgment as to content, accuracy, and completeness.
- Serves as reception for HR department.
- Other administrative/HR duties as assigned or requested.

**Benefits:**

- Processes and reviews benefit applications by ensuring that information is properly entered into the payroll system, updating and maintaining computerized benefit records, reviewing a variety of insurance applications for accuracy, staying informed of changes to benefit programs, managing enrollment, cancellations, and the payroll deductions for insurance.
- Provides assistance to customers concerning pay and benefit issues to include providing written and verbal reports to benefit providers, responding to employee, retiree, and provider inquiries as well as resolving issues based on City, state and federal regulatory criteria.
- Analyzes and recommends enhancements to payroll and benefits procedures and systems, reviews new releases, tests system upgrades and adjusts and verifies results for accuracy.
- Coordinates open enrollment by assembling and distributing benefit packages, and participating in information meetings and training sessions.

**Recruitment & Employee Relations:**

- Coordinates employee selection process, by developing interview questions, by conducting training as necessary for members of interview panels and by conducting reference checks.
- Attends career fairs.
- Prepares employment offer letters and processes employment documents.
- Interprets personnel policies and procedures, and provides technical assistance and advice to departmental supervisors, representatives, and employees on a variety of personnel management matters.
- Develops and conducts presentations and training and supports the Human Resources Department by facilitating city-wide training programs.
- Schedules and confirms grievance panel hearings: obtains dates of availability from multiple parties; identifies, schedules and confirms necessary resources, e.g. conference room, court reporter, etc.
- Performs conference room arrangement, set up and break down for grievance panel hearings, to include arranging tables, chairs, etc.
- Prepares and organizes materials for various human resources activities, e.g. grievance panel hearings, training classes, file storage, etc.
- Performs data entry; enters disciplinary and grievance actions into the HRIS; maintains spreadsheet; gathers data and prepares reports.

**EDUCATION/EXPERIENCE**

Work requires a level of knowledge equivalent to four years of high school or equivalency.

Two years' experience in fields such as accounting, benefit administration, wage and salary

administration, or related areas.

The ideal candidate will possess:

- Direct Human Resources experience.
- Ability to demonstrate exceptional interpersonal and customer service skills, attention to detail and organizational skills.
- Ability to work in a fast paced environment with frequent interruptions.
- Ability to successfully navigate and use Microsoft Office Suite.
- PeopleSoft experience.

### **ADDITIONAL INFORMATION & REQUIREMENTS**

Valid driver's license, as required by assignment.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

OR

Job #06981  
HUMAN RESOURCES TECHNICIAN  
JC

### **Human Resources Technician Supplemental Questionnaire**

- \* 1. The following Supplemental Questions are specific to the position for which you have applied to assist the hiring manager in screening applications for specific experience being sought. Please be specific in answering these questions as they will be used to evaluate which applications will be given further consideration in the process. Do not answer "see resume" or "see application" as these are not valid answers. Please note that if you are invited to be interviewed by the department, your responses to the following questions may be subject to verification.
  - I understand and will answer the following supplemental questions completely and thoroughly.
- \* 2. Please select your highest level of completed education.
  - High School Diploma or Equivalent
  - Some College, Trainings, or Certifications
  - Associate's Degree
  - Bachelor's Degree or Higher
- \* 3. Please indicate how many years of experience you possess in administrative support.
  - Less than 2 years of experience
  - 2-4 years of experience
  - 5 or more years of experience
- \* 4. Do you have direct Human Resources experience?
  - No
  - Yes
- \* 5. Please indicate your skill level in Microsoft Word.
  - Beginner
  - Intermediate
  - Advanced
- \* 6. Please indicate your skill level in Microsoft Excel.
  - Beginner
  - Intermediate
  - Advanced
- \* 7. How many years of experience do you have working in fast-paced, dynamic customer service environment?
  - I do not have any experience

- Less than 2 years
  - 2 - 4 years
  - 4 or more years
- \* 8. Do you have prior experience working with PeopleSoft?
- Yes
  - No
- \* 9. Please provide an explanation of any periods of unemployment that are 30 days or longer. Indicate N/A if you have not experienced any periods of unemployment.
- \* 10. Do you currently reside in the City of Norfolk?
- Yes
  - No
- \* 11. Are you a current or previous City of Norfolk employee?
- Yes - I am a current City of Norfolk Employee
  - Yes - I am a previous City of Norfolk Employee
  - No - I am not a previous or current City of Norfolk employee
- \* 12. Please indicate your veteran status. (A copy of your long form DD-214 may be required)
- I am not a Veteran
  - I am a Veteran
  - I am a Disabled Veteran
- \* Required Question