

KENT COUNTY POSITION DESCRIPTION

*Kent County Levy Court
555 Bay Road, Dover, DE 19901*

Department of Administration
Personnel Office
Classified, GRADE 8
40 Hour Week

PERSONNEL TECHNICIAN II

GENERAL STATEMENT OF DUTIES: Performs paraprofessional personnel work to support the administration of the personnel function; performs related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Positions in this class are responsible for a variety of duties including filing, record keeping, typing and report preparation; interfacing with applicants for employment; responding to employees with personnel or benefits questions; completing forms or files forms required for insurance purposes. New and difficult assignments may be reviewed for accuracy by the Director.

ADA REQUIREMENTS: This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires handling, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; mental acuity is required to make rational decisions through sound logic and deductive processes; visual acuity is required for preparing and analyzing written or computer data, operation of machines, and determining the accuracy and thoroughness of work; the worker is not subject to adverse environmental conditions.

EXAMPLE OF WORK: (Illustrative only)

Compile data and prepare reports required by County, State and Federal Governments;
Prepare, process, and maintain files for personnel transactions and other personnel related documents, including ordinances, pension information, etc.;
Review reports for accuracy and prepare corrective documentation as directed;
Type correspondence and reports in accordance with established procedure;
Review requests for personnel transactions, and secure additional information as necessary;
Process human resource transactions through appropriate channels;
Oversee maintenance of employee records;
Provide training and leadership to Personnel Technician I;
Conduct comprehensive orientation meeting with new employees;
Conduct exit interviews with terminating employees;
Take minutes at Personnel Administration Board meetings and appeal hearings;

Assemble files and other material to facilitate reply by the Director,
Prepare and post job announcements;
Respond to inquiries from employees about health insurance, benefits, training, and similar subjects;
Act as liaison between employee and health insurance plan administrator when necessary;
Prepare routine and special reports and research projects as required;
Maintain and update employee handbook, ordinances, and telephone directory as changes necessitate;
Maintain records on retirees and deferred vested employees;
Maintain inventory of health and dental documents;
Document and maintain records on all insurance-related matters;
Research material and assist the Director in completing various surveys and special projects;
Explain procedures, examination requirements, benefits, job duties to applicants.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of County personnel rules, policies and procedures; ability to explain basic application and personnel policies to employees and applicants; ability to obtain and compile information from a variety of sources; good knowledge of County benefit programs, insurance administration, and pension provisions; knowledge of the methods and techniques for eliciting and disseminating information in a confidential manner; ability to handle complaints and the public tactfully and in a courteous manner; ability to establish and maintain effective working relationship with applicants, employees, coworkers, supervisor, elected officials, and the public; working knowledge of personal computers and pertinent applications; regular and timely attendance; performance of duties in a safe manner.

ACCEPTABLE EXPERIENCE AND EDUCATION: Completion of standard high school coursework or G.E.D., (Associates degree in Human Resources preferred) and one to three years of personnel experience; or any equivalent combination of acceptable education and experience, which provide the knowledge, skills, and abilities.

ADDITIONAL REQUIREMENTS: Must pass testing for substance abuse and criminal background investigation. Must maintain a positive work environment by acting and communicating in a manner that promotes harmonious relations with customers, co-workers, and supervisors. Direct deposit of pay required.

Employee Acknowledgement

Eff. 10/01/07

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