

# DELAWARE SOLID WASTE AUTHORITY



## JOB OVERVIEW

**TITLE:** HUMAN RESOURCES TECHNICIAN III

**REPORTS TO:** HUMAN RESOURCES ADMINISTRATOR

**JOB CLASS:** NON-EXEMPT

**LOCATION:** DOVER OFFICE

**PURPOSE:** The purpose of this position is to provide administrative support to Human Resources in a confidential manner.

## JOB DUTIES

### ESSENTIAL TASKS:

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Manages recruitment, job postings; and applicant process to include the maintenance of the application database; and application files. Prepares and mails all applicant correspondence. Provides information to applicants and employees regarding job descriptions, benefits and procedures.
- Manages training program to include registration, payment, certification and records maintenance.
- Prepares Delaware Solid Waste Authority employee Performance Evaluations documents/templates for annual and probationary review. Perform quality review of staff performance reviews; ensure timely processing of performance reports and monitor completion deadlines.
- Records and maintains data base of Delaware Solid Waste Authority employee training.
- Assists Administrator in applying and interpreting applicable laws, rules, regulations, policies and procedures. Research information as needed for problem solving. Record disciplinary actions.
- Conducts employee exit interviews.
- Maintains employee database and prepares reports using various types of software. Maintains personnel files (electronic and hard copy) including benefits, pension information, worker's compensation claims, training, and demographic information and employee termination processes both electronic and hard copy correspondence. Establish and maintain personnel records.
- Assists new and current employees in completing various employment documents. Explains benefits and employment policies to employees. Provides information to applicants and employees regarding job descriptions, salary ranges; benefits and Delaware Solid Waste Authority policy and procedures. Process all data entry for new hire employees.
- Manages benefit programs, to include, health, dental, open enrollment programs, tuition registration and reimbursement, life insurance programs, deferred compensation program, pension enrollment and change requests.
- Advises staff on interpretation and administration of human resources policies and procedures.

- Processes Worker's Compensation claims on insurance carrier data base. Create electronic and hard copy files for Delaware Solid Waste Authority records. Coordinate claim documents and records with appropriate external agencies.
- Advises employees on Employee Assistance Program and eligible areas of service.

**OTHER DUTIES:**

- Responds to inquiries from citizens, referring them to appropriate DSWA personnel or outside agencies as required.
- Receives and directs incoming Citizens' Response multi line telephone system.
- Maintains a permanent record of all calls received.
- Operates office equipment including computers, facsimile, postage machines and copiers.
- Provides general administrative support and assist in routine clerical work as required when working at the reception desk.
- Performs other duties as assigned.

**QUALIFICATIONS**

**EDUCATION, EXPERIENCE, AND SKILLS:**

Graduation from an accredited college or university with an associate's degree in human resources or related field and eight (8) years of experience, or a bachelor's degree and four (4) years of experience. Must possess a valid state driver's license.

Must sign a statement of Confidentiality.

Ability to use standard office practices, procedures, and equipment such as fax, computer, copy machine and calculators. Knowledge of general human resources application skills. Knowledge of general recruitment interview techniques. Knowledge of overall DSWA mission goals. Ability to interpret DSWA policy. Ability to communicate orally and in writing. Ability to compile information from data sources. Must possess strong organizational and interpersonal skills. Knowledge of standard office machines (copiers, fax machines, postage meters, calculators, etc.) Experience with Microsoft Professional Office Suites.

**Physical Requirements:**

This position requires standing, walking, sitting, gripping with hands, reaching with hands and arms, talking or hearing.

This position requires minimal lifting (less than 10 pounds on an infrequent basis).

The position requires: Close vision (clear vision at 20 inches or less). Distance vision (clear vision at 20 feet or more).

This position risks exposure to indoor environment.

**SIGNATURES**

*I certify that this description is a true reflection of the major responsibilities, requirements, and duties of this position. This certification is made with the knowledge that the information is to be used for the purposes of selection, classification, appraisal, and compensation.*

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**SUPERVISOR**

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**DATE**

*I certify that this description is a true reflection of the major responsibilities, requirements, and duties of this position. This certification is made with the knowledge that the information is to be used for the purposes of selection, classification, appraisal, and compensation.*

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**HUMAN RESOURCES**

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**DATE**

*I have read this description and understand the major responsibilities, requirements, and duties of this position.*

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**EMPLOYEE**

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**DATE**

*Delaware Solid Waste Authority is an equal opportunity employer committed to achieving excellence and strength through diversity. The Authority seeks a wide range of applicants for its positions so that one of our core values, a qualified and diverse workforce, will be affirmed. Americans with Disabilities Act (ADA) compliance requires the Authority to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.*