

KENT COUNTY POSITION DESCRIPTION

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

Department of Administration
Classified, GRADE 9
35 Hour Week

PERSONNEL TECHNICIAN II

GENERAL STATEMENT OF DUTIES: This is responsible work involving the performance of paraprofessional personnel work to support the administration of the personnel function; performs related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Work is performed under supervision of the Director, and carried out in accordance with standard personnel practices and work instructions. Responds to complaints and resolves routine problems within areas of responsibility that require specific application of department policies and procedures.

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 stooping, kneeling, crouching, reaching, walking, 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; 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)

Schedule and coordinate appointments for Director and follow up as necessary;
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 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 TRAINING: 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. Direct deposit of pay required.

Employee Acknowledgment

REV. 12/10/91

REV. 7/1/94

REV. 7/01/00