

PERSONNEL TECHNICIAN — VETERANS SERVICES REPRESENTATIVE

DEFINITION

To perform a wide variety of technical personnel work; to assist the Personnel Director in the performance of the routine parts of professional level personnel assignments; to independently perform special projects and assignments of a technical and/or clerical nature; to provide a variety of clerical duties required to assist veterans and their dependents in understanding, applying for and maintaining eligibility for veterans' benefits and to do other work as assigned.

DISTINGUISHING CHARACTERISTICS

This is a technical level class which works with the guidance of the Personnel Director/Veterans ServiceS Officer or other Personnel professional to perform routine professional level personnel and veteran's services tasks requiring judgment and coordination skills. Positions in this class may work independently on special projects and assignments.

SUPERVISION RECEIVED AND EXERCISED

Receive general supervision from the Personnel Director.

EXAMPLES OF DUTIES -- Duties may include, but are not limited to, the following;

PERSONNEL:

Perform routine recruitment and examining assignments.

Screen applications for employment to determine if the applicant meets the minimum qualification for the position applied for.

Counsel applicants regarding the training, education and work experience requirements for County Positions.

Arrange and coordinate with the serviced Departments regarding testing for County Positions.

Schedule examinations to include post-offer, pre-employment Physical Examinations.

Prepare and maintain standing lists for County positions.

Assist the Personnel Director in routine classification actions such as: making class specification comparisons to determine if other Agencies have job matches Glenn County.

Perform and respond to Salary Surveys.

Assist the Personnel Director in the monitoring of Accounts payable and receivable.

Assist the Personnel Director in any work assignment requiring data collection and/or report preparation.

Personnel Technician-Veterans Representative
New -02/15/05
Rev.- 02/12/06
Rev.- 07/01/07

Res. #2005-010
Res. #2006- 6
Res. #2006- 93

Respond to inquires from employees and the public on a wide variety of personnel related topics.

Assist the Personnel Director in managing the P.E.R.S. Health Plans and other Employee Benefit Plans.

Respond to inquires from employees and the public regarding Employee Benefit Plans.

Prepare a variety of correspondence.

Prepare and proofread a variety of reports, statistical charts, legal notices, agendas, contracts and news releases; type from rough draft, verbal instructions or transcribing machine recordings.

Screen office and telephone callers; respond to complaints and requests for information on regulations, procedures, systems and precedents relating to assigned department.

Compile and organize data for special projects; collect and assemble data and background materials for a variety of reports.

Use a personal computer or other data processing equipment to input, access, and process a variety of information.

May make presentations to groups of applicants, employees, and members of the public on personnel matters.

Verify and review materials for completeness and conformance with established regulations and procedures.

Provide information to newly hired employees regarding employee benefits.

Assist employees in the completion of P.E.R.S Health enrollment forms and other forms related to employee benefits.

Prepare, organize, and maintain filing systems.

Maintain records related to specific area of assignment.

Operate a variety of office equipment.

May develop, design and modify programming applications using available software including human resource management, database management, word processing, and spreadsheet programs; may install computer software.

Perform related duties as assigned.

VETERANS SERVICES

Interviews and counsels veterans, their dependents and survivors; provides information concerning entitlement to vocational, financial, legal, educational and medical benefits and claims.

Completes forms and applications for benefits and services on behalf of veterans and their dependents; requests documents necessary for completion of applications.

Assists veterans in determining the status of their applications and claims by contacting federal, state and local agencies by telephone and/or letter.

Computes and prepares claims for the state for reimbursement of expenses; compiles information for periodic state reports on program activities and operations.

Arranges for transportation of veterans or their family members to Veterans Hospitals; visits other agencies on behalf of veterans or their dependents.

Coordinates service activities with other county departments and divisions, outside agencies and the general public as required.

Maintains complete and accurate veterans' service records and files.

Responds to citizen inquiries and complaints.

Prepares letters, claims, reports and other documents; maintains financial and budget records; prepares payroll sheets.

Performs general clerical work as required, including but not limited to answering the telephone, copying and filing documents, entering computer data, ordering office supplies, etc.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Business letter writing and report preparation.

Principles and procedures of filing and record keeping.

English usage, spelling, grammar and punctuation.

Basic arithmetic.

Basic principles and practices Bookkeeping.

Pertinent federal, state and county laws and regulations.

Modern legal practices and procedures.

Basic interviewing and counseling techniques.

Modern office practices and technology, including the use of computers for data and word processing.

Principles and practices of efficient record-keeping.

Correct English usage, spelling, grammar and punctuation; basic arithmetic.

Ability to:

Perform responsible and difficult technical and para-professional personnel work involving the use of independent judgment and personal initiative.

Learn and apply department policies, procedures and rules.

Learn and apply Federal, State, and local laws, codes and regulations pertaining to the work performed.

Learn the principles and practices of personnel administration.

Learn the functions of a personnel department.

Learn the functions of and use modern human resource management, database management, word processing, and spreadsheet computer software.

Independently prepare correspondences and memorandums.

Compile and maintain records.

Use a keyboard at a speed necessary for successful job performance.

Operate and use modern office equipment including a personal computer.

Respond to requests and inquiries from the general public.

Work independently in the absence of supervision.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Establish, prepare and maintain accurate reports and records.

Understand and follow oral and written instructions.

Establish and maintain cooperative working relationships with those contacted during the course of work.

Communicate clearly and concisely, both orally and in writing.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of increasingly responsible clerical experience in a personnel office; or by performing the personnel and, or payroll function for a Department or Business.

Training:

Equivalent to the completion of the twelfth grade supplemented by specialized clerical or personnel training.

Classification Code:	4932743
Bargaining Unit:	07
FLSA Status:	Y
Workers' Compensation Code:	8810
Pay Table:	CNTY
Range:	Refer to current "Class Range Sort List"