



Human Resources Technician



THE COMMUNITY

Spokane Valley is the eighth largest city in Washington State with a current population of over 107,000 located on the eastern border of the state in the heart of the Inland Northwest. We pride ourselves on quality neighborhoods and schools along with strong business and retail centers. Friendly people, natural surroundings, and beautiful weather are part of what makes our community a favorite destination.

Residents find new neighbors to be friendly, talented, and happy to help at every step. Spokane Valley continues to be the place for shopping as much as it is the place to enjoy a family event in one of our many parks. It is the home of residents who bought their first house as well as those who have discovered the amenities and unspoiled views that define the City today.

The City incorporated in 2003 and encompasses approximately 38.5 square miles of land area, with room for residential, commercial and industrial expansion. Spokane Valley has become a diverse and multifaceted modern City striving to balance both reverence for the natural landscape and view growth through the lens of sustainability. Spokane Valley's history is filled with people who shared a vision of the community unlike others and the City continues to welcome new residents and visitors alike. It also supports the businesses that serve and entertain people from across the region to enjoy sports, boating, camping, and year-round events. The City provides opportunities for a better life, along with the promise of something more.

THE ORGANIZATION

The City operates under a Council-Manager form of government. The seven-member City Council is elected at large, and members serve staggered four-year terms. The City Council elects a Mayor from the Council to serve two-year terms. The City employs just over 112 FTEs across nine departments. The Human Resources Technician reports to the Human Resources Director.



THE POSITION

The Human Resources Technician Provides administrative and technical assistance involved in the implementation and administration of Human Resources programs and activities. Interacts with the general public, department supervisors/managers and employees by providing technical assistance.

Administers various Human Resources plans and procedures for City staff; responsible for employee onboarding to include initial payroll and benefits enrollment. Produces employee manuals and distributes new and updated policies. Works with the Human Resources Director in labor relation activities, assists in developing strategies to resolve conflicts, performs recruitment activities such as creating recruitment and selection materials, posting job openings, attending career fairs and drafting appointment offers for selected candidates.

Performs benefits administration to include claims resolution, working with benefit providers, change reporting, reviewing invoices for payment, and communicating benefit information to employees. Performs initial employee orientation assisting new employees in completion of required personnel/payroll paperwork. Informs new employees general City procedures.

Leads the Wellness Program for the City including developing program promotion, maintaining records, and applying for grants and awards.

THE POSITION

The Human Resources Technician works directly with The Human Resources Director, department heads, and executive leadership providing key resources in support of the efforts to accomplish the goals set by City staff and the Council.

This position works with all City departments and is a critical link in our efforts to provide exceptional service to the public.

THE IDEAL CANDIDATE

The City of Spokane Valley is seeking candidates with demonstrated experience in providing excellent Human Resources services. The position requires an individual with excellent oral and written communication skills with the desire to help others in an open and friendly manner.

The successful candidate is resourceful and solution oriented, while keeping a customer service mindset. The candidate will have the ability to manage multiple projects, develop improvements in policies and procedures and recommend goals, objectives, and practices.

Spokane Valley has established a strong work culture of high performance through programs that have made Spokane Valley unique in its service delivery. In keeping with this framework, the ideal candidate will share our culture and continue our history of reflecting the values of the community.

A key value of the City is customer service. This position requires considerable knowledge, ability, and skill in the principles and practices of excellent customer service as practiced in both the private and public sectors. It requires the ability to effectively meet and deal with the public; the ability to handle stressful situations; the ability to greet and respond to customers in a friendly, pleasant, and professional manner using appropriate inflection, grammar, and syntax; the ability to establish and maintain effective working relationships with employees, supervisors, and the general public; the ability to maintain a professional, courteous, and pleasant demeanor in difficult and stressful situations; and the ability to diplomatically deal with difficult people. A willingness to expend extra effort to help the public find answers or information relative to their inquiry or complaint is expected.



QUALIFICATIONS

The Human Resources Technician requires an associates degree with course work in business, public administration or a related field, and three years of increasingly responsible human resources experience. An equivalent combination of education and experience may be considered. Graduation from a four-year college or university with an emphasis in Human Resources and/or experience in employee recruitment, benefits coordination, or onboarding preferred.

Qualified candidates will have an advanced understanding of employee recruitment, benefit coordination, and onboarding with foundational knowledge of traditional Human

Resource programs and services such as employee wellness, Labor Relations, and performance management.



COMPENSATION

The hourly compensation for the Human Resources Technician is dependent on the qualifications of the candidate selected. The full compensation range is in Grade 13 and is \$27.48 to \$41.59 per hour.

The City also offers a generous benefits package including:

Health Benefits (medical/dental) – The City offers both PPO and HMO medical insurance plans through the Association of Washington Cities. The City covers the majority of medical premiums with an employee cost share. Dental, Vision, Long-Term Disability, Life, and HRA plans are also provided.

Retirement Benefits – The City covers employees through the State of Washington Department of Retirement Services PERS with two plan options.

FICA Replacement – The City does not participate in Social Security, rather it offers a 401A FICA replacement plan where the City and employee contribute the same amount as Social Security (6.2%).

Leave Accrual – The City offers generous vacation and sick leave plans and a compressed work schedule option.

Holidays – The City provides 11 paid holidays per year.

TO APPLY

If you are interested in this outstanding opportunity, please submit a complete City application, résumé, cover letter, and list of five work-related references (name and phone number) through the City's [online application system](#).

APPLICATION DEADLINE:

Apply Immediately. Posted October 19, 2023.

Application materials will be screened according to the qualifications outlined above. The most qualified candidates will be invited to personal interviews. If you have any questions, please do not hesitate to contact our Human Resources Office at: 509-720-5111.

