



Classification Specification Title: Human Resources Technician

Department	Multiple Departments	Grade: GS.06
Supervision Received	Director Leadership & Professional Development	FLSA Status: Non-Exempt
Supervisory Responsibility	None	Established: Apr 1, 2016
		Revision: Jul 22, 2026

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for performing technical support to human resources staff and the public. Work is performed with moderate supervision.

SERIES LEVEL: The Human Resources Technician is a stand-alone position.

ESSENTIAL FUNCTIONS: *(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)*

Performs clerical tasks in support of HR daily operations; includes answering calls, sorting and delivering mail, greeting visitors, data entry, and records management.

Responds to requests for information from employees and/or the general public over the phone, in person, and via email regarding a variety of human resources programs, job opportunities, and/or other related information.

Performs a full range of employment activities including scheduling physicals, requesting background checks, and preparing and maintaining new hire documents, onboarding, and test records.

Provides support across all aspects of Human Resources, as needed.

Identifies issues, analyzes their root causes, proposes effective management solutions, implements them, and measures and reports on the results.

Reviews a variety of documents and information to ensure compliance with applicable federal, state, and local laws, rules, and regulations.

Prepares, processes, and maintains a variety of human resources records, documents, files, logs, applicants, compensation calculations and changes, benefits and status changes, training records, and/or other related human resources information.

Responsible for the completeness, correctness, and accessibility of employee records in HR.

Enters and retrieves a variety of information into and from databases, correspondence, and collateral materials.

Participates in projects and programs as assigned.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

None

MINIMUM QUALIFICATIONS:

High School Diploma or G.E.D., and two (2) years of related human resources experience.

LICENSING AND CERTIFICATIONS:

Valid Driver's License

KNOWLEDGE AND SKILLS:

Knowledge of human resources principles and practices; customer service principles; recordkeeping principles and practices; modern office practices; mathematical concepts; automated human resources information systems; and applicable federal, state, and local laws, rules, and regulations related to assigned area of responsibility.

Skill in providing customer service; maintaining a variety of records and logs; handling sensitive and confidential documents/information; performing mathematical calculations; handling multiple tasks simultaneously; applying applicable federal, state, and local laws, rules, and regulations; verifying a variety of human resources data and information; and, communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS:

Positions in this class typically require fingering, grasping, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT:

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

SPECIAL REQUIREMENTS:

Safety Sensitive: NO ▾ Child Sensitive: NO ▾ Dept of Transportation (CDL): NO ▾

The City of Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.

Revision History: 1/16/26; 4/02/25; 10/20/23; 1/11/23