

Human Resources Specialist

DESCRIPTION OF WORK: Employees in this banded class apply, communicate and promote human resources procedural best practices that support the university in achieving stated goals and objectives. Employees participate, following established guidelines, in one or more human resources functional areas such as: benefits administration; career planning; classification; compensation; employee retention and organizational culture enhancement; employee relations; employment; environment, safety and health; equal employment opportunity; HR Information Systems; international employment; legal compliance; payroll; policy administration; organizational design; staff development; talent management; workforce planning and/or closely related programs. Employees may be required to adapt procedures to address changing situations, needs and/or deadlines. Work involves developing and maintaining productive and collaborative work relationships and assessing and responding to client needs. Using a variety of specialized state-of-the-art technological systems and processes, employees identify, collect, format, organize and process data and information that support HR programs. Employees make decisions within policy guidelines; communicate policies, procedures and guidelines; evaluate patterns and recommend options. Employees are expected to maintain confidentiality of all information. Work is performed under general to limited supervision. Work may include supervising others, conducting training, and/or administering a human resources program(s).

EXAMPLES OF COMPETENCIES:

CONTRIBUTING:

- **Applied Knowledge – HR Program and Organization:** Ability to research and learn State, federal and client policies and procedures affecting HR program area(s), demonstrated by the ability to routinely apply them to client needs.
- **Customer Service:** Develops and maintains productive and collaborative work relationships and responds promptly and accurately to clients based on established policies and procedures. Explains established HR procedures and practices in terms of client needs and business results and goals.
- **Communication – Verbal/Written:** States verbal and written messages in a clear manner and uses HR terms and examples that are understandable to clients and include their business goals. Relays HR information and explains HR processes to clients; responds to client needs within established parameters.
- **Information/Records Administration:** Uses contemporary applicable data management systems to maintain and monitor data for assigned HR program area(s). Gathers routine information and compiles standard reports based on specific requests.
- **Program Administration:** Completes daily work to meet established deadlines and client needs. Collects, organizes and disseminates program information; completes assignments in a timely manner.
- **Managing Work and Performance:** Explains and applies established work standards, processes, and procedures. Provides specific feedback to the supervisor on an employee's performance during on-the-job-training.

JOURNEY

- **Applied Knowledge – HR Program and Organization:** Knowledge of State, federal and client policy and policy interpretations and HR best practices affecting HR program area(s) demonstrated by the ability to analyze and explain how policies or procedures apply to client's unique needs. Operational knowledge of the purpose of the client's organization including its mission, services, clients and measures of business effectiveness in order to place client needs into perspective and assure assistance is appropriate to the situation
- **Customer Service:** Develops and maintains productive and collaborative work relationships in order to facilitate effective service in assigned HR area and problem resolution with clients.
- **Information/Records Administration:** Accesses, reviews, compiles and stores multiple sources of data and information to generate appropriate criteria for reports. Determines sources and gathers information, via interviews, surveys and other methods, to complete work in assigned HR area(s); researches, compiles, explains, and presents data.
- **Program Administration:** Administers an aspect of a program or functional area. Makes recommendations for program expectations and direction. Identifies and understands HR issues, client needs and problems of a recurring nature to effectively address and resolve situations. Tracks and monitors program outcomes.

- **Communication – Verbal/Written:** Listens and confirms understanding of the issue and then communicates appropriate information in a concise and clear manner; conveys concepts in an organized and appealing manner that clients can apply directly to the situation or issue. Explains the application of HR processes and procedures using sources that clients can reference.
- **Managing Work and Performance:** Communicates and works with employees to gain their understanding of and their commitment to established work standards, processes and procedures. Maintains contact with higher level staff to ensure a clear understanding of the organizational unit's priorities.

ADVANCED

- **Applied Knowledge – HR Program and Organization:** Knowledge of policies, procedures, precedents and best practices affecting HR program area(s), demonstrated by the ability to analyze and explain policy, procedure, or process revisions, and implement HR initiatives such as workforce planning and talent management using the broader perspective of the client's business needs. May draft and recommend new procedures. Operational knowledge and the ability to articulate the purpose of the organization including its mission, services, clients and measures of business effectiveness in order to adapt HR processes, procedures and activities to meet client needs.
- **Customer Service:** Enhances collaboration among individuals and groups and builds consensus when dealing with opposing points of view and resolving competing or complex issues. Promotes a high level of integrity among all staff. Ability to engage and act in the best interests of the organization by aligning service delivery with strategic goals, client's needs, and HR best practices.
- **Communication – Verbal/Written:** Listens to assure understanding of the issue and then persuasively conveys more involved, multiple-issue information to clients; adjusts communication style as needed. May develop materials to assist others in explaining or understanding similar issues. Delivers complex or adverse information; advises and consults with clients to ensure accuracy of the communication and understanding of the message.
- **Information/Records Administration:** Develops and recommends new approaches to improve records and information management. Evaluates and recommends changes to data collection and data presentation methods in response to complex requests. Identifies trends in HR information management and analysis and discusses these with higher level staff.
- **Program Administration:** Independently establishes expectations and clear directions for a defined program area. Makes decisions regarding the program expectations and direction to ensure program outcomes and timelines are met. Identifies, understands, and provides corrective alternatives for issues and problems of a more complex nature. Adjusts program priorities based on changing work environment and deadlines. Analyzes and may develop information for monitoring and measuring work processes and program effectiveness and efficiency.
- **Managing Work and Performance:** Researches best practices and benchmarks, and participates in the development of work standards, processes and procedures; adapts standards to improve results. Assesses and measures the performance of direct reports according to an established process and works with staff to develop their individual competencies. Assigns and reviews the work of others; coordinates work with other units/multiple programs.

MINIMUM TRAINING AND EXPERIENCE:

Graduation from a four year college or university; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.