

PERSONNEL TECHNICIAN III

DESCRIPTION OF WORK

This is advanced and specialized work as a program and technical assistant in one or more functional or program areas in a personnel office.

Employees work with Personnel Analysts or Officers or an administrative official and assist them in implementing and maintaining a broad and comprehensive personnel program. Employees usually supervise several clerks, personnel assistants, or technicians in the daily information given, records processing and maintenance, and procedural and policy aspects of employee relations, recruitment, and policy administration. Performance of on-going activities consumes much of the time and the areas of responsibilities are well defined; but employees must recommend and develop new methods and approaches to improve service delivery. Work is evaluated by the supervisor for adherence to policies and personnel program objectives through discussions and review of work in progress.

EXAMPLES OF WORK TYPICAL OF THE TECHNICIAN III IN VARIOUS SPECIALTY AREAS

Employee Relations: Supervises grievances, benefits, and communications programs and policies for an agency and institution; explains procedures and policies; emphasized prevention and the creation of good work situations; develops new means and sources of communication concerning total employee relations activities, including employee rights and responsibilities.

Manpower Planning: Supervises the work of several interviewers, directing the job counseling, recruitment, referral, evaluation, and promotion program for a large and complex agency; works with management to assure responsiveness to policy direction.

Policy Administration: Supervises the work of groups of employees in the records, forms processing, and policy administration activities in the State; utilizes thorough knowledge of personnel policies, procedures, and precedents in interpretation and explanation and in the drafting and recommending of new policies and interpretations.

Position Analysis: Maintains and manages a group of classes within the existing classification structure; studies new and existing positions based on action requests; conducts position or class studies; recommends preliminary course of action; drafts specifications, documentation, and decision communications; discusses regular procedural actions with management.

Staff Development: Conducts training sessions in designated skills or program areas, as a part of the Personnel Office where content and methodology are fairly standardized; suggest improvements in courses and training procedures based on session experience and participant reaction; conducts survey of training needs, as directed.

RECRUITMENT STANDARDS

Knowledges, Skills, and Abilities - Ability to interpret, apply, and communicate a variety of policies, procedures, and regulations; to exercise sound judgment in gathering and evaluating employee and position information; to establish and maintain effective working relationships with employees, administrative officials, and the general public; to express oneself clearly and concisely in oral and written form; to work independently and to make and defend procedural decisions, to assign and review the work of other technicians and clerical employees (may be required).

Considerable knowledge of the personnel policies and procedures, preferably of the program area of assignment and of agency or institution programs and organization; general knowledge of the occupational areas to which assigned and position classification methods and techniques (Position Analysis); some knowledge of staff development and training principles and techniques; ability to communicate effectively before a group (Staff Development).

Minimum Training and Experience Requirements - Graduation from high school and six years of progressively responsible administrative work including at least one year of technician-level experience directly related to the functional area(s) of assignment including the application and interpretation of policies and procedures; or graduation from a four year college or university and two years of technician-level experience directly related to the functional area(s) of assignment including the application and interpretation of policies and procedures; or an equivalent combination of training and experience.

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