

## HUMAN RESOURCE SERIES

*Note: The Personnel Officer alternate titles will no longer be used as separate classification titles.*

| <u>Code No.</u> | <u>Class Title</u>               | <u>Occ. Area</u> | <u>Work Area</u> | <u>Prob. Period</u> | <u>Effective Date</u> | <u>Last Action</u> |
|-----------------|----------------------------------|------------------|------------------|---------------------|-----------------------|--------------------|
| 2134            | Human Resource Assistant         | 04               | 630              | 6 mo.               | 12/15/15              | Rev.               |
| 2135            | Human Resource Representative    | 02               | 630              | 6 mo.               | 12/15/15              | Rev.               |
| 2136            | Human Resource Officer           | 02               | 630              | 6 mo.               | 09/26/03              | Add                |
| 2137            | Human Resource Assistant Manager | 03               | 630              | 6 mo.               | 09/26/03              | Add                |
| 2138            | Human Resource Manager           | 03               | 630              | 12 mo.              | 09/26/03              | Add                |

### **Promotional Line: 222**

#### Series Narrative

Employees in this series provide support and actively participate in the processing of human resource and/or payroll transactions and activities in a comprehensive human resource/payroll operation. Employees at all levels may perform duties of the previous level of this series, as requested.

At the lower levels, employees maintain, monitor, and/or process human resource records and reports, and otherwise actively assist in one or more business operations, such as recruitment, examination, placement, classification, compensation, benefits, payroll, training and development, employee relations, labor relations and human resource information systems. They work under direct supervision of higher-level staff and may supervise others.

At the higher levels, employees advise and assist university/agency units in the application of policies, rules, and regulations relating to administrative, academic, and civil service staff and recommend, develop, and implement actions. They work under other human resource professionals or designated administrators.

#### DESCRIPTIONS OF LEVELS OF WORK

#### **Level I: Human Resource Assistant. 2134**

Employees at this level of the series perform support duties in various human resource/payroll operations. They work under the direct supervision of higher-level staff members.

Typically –

1. answers routine inquiries and performs public contact duties that require knowledge of established departmental procedures and familiarity with operations and programs within the department
2. composes routine correspondence (such as register information, form letters, and human resource/payroll forms) which requires a knowledge of established departmental procedures
3. files documents in departmental files (such as applicant files, employee files, benefit files, or audit files)

4. administers and/or monitors routine civil service examinations under direction
5. scores civil service examinations that require limited assistance from supervisors (such as multiple-choice or routine job element examinations) and receives training in the scoring of non-routine, judgmental examinations
6. monitors, analyzes and/or validates various documents and reports based on established/defined criteria
7. performs routine entry, queries, maintenance and updates to automated systems-regarding employees (such as appointments, changes, deductions, taxes, or benefits)
8. schedules various activities such as orientation sessions for new employees, training and development workshops, classification specifications and audits, examinations and testing, payroll processing, and benefit programs
9. obtains and provides factual data as required for the completion of reports
10. distributes a variety of materials internal to the department and/or external to the university (such as classification specifications, pay range updates, benefit related reports and/or materials, or notices of examination scores)
11. performs other related duties as assigned

**Level II: Human Resource Representative****2135**

Employees at this level provide paraprofessional duties in various human resource/payroll operations. They work under general supervision from higher-level staff members.

Typically –

1. performs and/or monitors the scheduling, administration, scoring, and processing of examinations; reviews examinations scored by other staff
2. answers non-routine inquiries and performs public contact duties involving the collection, verification, and/or dissemination of human resource-related information on various topics, such as testing procedures, register standing, training programs, position review procedures, records, wage rate, procedures on absences, payroll dates, taxes, hiring procedures for faculty, professional and/or civil service staff, rate of earnings of benefits, payroll processing, and university/agency policies and procedures.
3. reviews applications/résumés and interviews applicants to determine eligibility to complete civil service examinations for classes that require directly related experience and/or training, requiring the use of moderate judgment

4. assists with the development of various activities such as recruitment, job fairs, orientation sessions for new employees, training and development workshops, classification specifications and audits, examinations and testing, register maintenance, labor relations, payroll processing, and benefit programs
5. gathers information for and assists with the preparation of reports
6. provides input on the development and/or revision of various documents and/or procedures
7. composes and distributes correspondence and/or form letters that require a knowledge of established departmental procedures
8. enters and maintains data elements in a defined database, as required
9. reconciles various documents with responsibility for detecting and correcting errors
10. prepares, processes, and/or codes employee benefit information and assist with benefit-related activities
11. prepares, processes, and maintains payrolls and related payroll records (i.e., position control, assignments, taxes, etc.)
12. may develop, maintain, analyze and/or assists with various human resource information system activities and procedures
13. may direct the work of lower level staff or student employees as required
14. performs other related duties as assigned

**Level III: Human Resource Officer****2136**

Employees at this level of the series perform more complex duties, requiring independent judgment and coordination, in one or more of the major areas of a comprehensive human resource/payroll operation. They work under direction of other human resource professionals or designated administrators.

Typically –

1. initiates and/or implements internal operating procedures in accordance with established rules and regulations; recommends and develops new or revised procedures
2. performs duties related to the development, maintenance, and/or analysis of human resource information systems
3. performs duties associated with administering, scoring, and/or proofing examinations
4. performs duties related to applicant processing (interviewing, employment eligibility, testing, training)

5. assists in data collection procedures related to salary surveys and classification/examination studies
6. monitors, evaluates, and maintains position description information
7. conducts classification audits; prepares analysis
8. performs public contact duties involving the collection, verification, and/or dissemination of human resource related information (such as providing interpretations of faculty, administrative/professional and/or civil service procedures and other human resource policies, fringe benefits or examination scoring rules) that may require the extensive knowledge and independent application of policy to individual cases
9. composes correspondence requiring a knowledge and interpretation of policies and procedures
10. prepares and analyzes reports such as salary survey data, hiring data, training needs, or benefits usage
11. reviews, reconciles, and authorizes payments and adjustments affecting payroll processes
12. performs various duties related to overall payroll process, which may include modifying pay schedules, verifying tables and initiating necessary changes
13. may supervise or serve as lead worker by directing/monitoring the daily work of staff
14. performs other related duties as assigned

**Level IV: Human Resource Assistant Manager:****2137**

Employees in positions allocated to this level of the series are professionals performing duties in one or more areas of a human resource operation that require a high-level of independent judgment and discretion. They work under administrative supervision from other human resource professionals or designated administrators.

Typically –

1. participates in the development and maintenance of complex human resource programs, systems, and studies in assigned area(s)
2. reviews, analyzes, and participates in the development and implementation of operational policies and procedures
3. counsels administrators and employees on human resource policies and rules, identifying and resolving problems or recommending courses of actions
4. conducts classification audits; prepares analysis

5. gathers data; develops reports, analyses, publications and/or other presentations for use in formulating goals and objectives of the program
6. supervises professional and paraprofessional staff as required; assists in training or orientation of new employees
7. performs other related duties as assigned

**Level V: Human Resource Manager****2138**

Employees at this level of the series are professionals responsible for supervising one or more major areas of a human resource operation or are responsible for managing the overall human resource operation in an agency. They work under the administrative supervision of higher level human resource professionals or other designated administrators.

Typically –

1. develops and implements on-going policies, programs, and procedures to foster understanding of and improvement in management, supervisory, and/or employee relations
2. supervises professional, paraprofessional, and clerical staff directly or through supervisors; plans, assigns, and reviews assignments; counsels staff; evaluates job performance; and approves or recommends actions
3. counsels administrators and employees concerning human resource policies and procedures; reviews and resolves issues
4. determines the need for, supervises, and participates as required in the development and maintenance of human resource programs, systems, and studies
5. maintains control of human resource policy, procedures and practices; coordinates, evaluates, plans and provides technical guidance
6. analyzes and prepares statistical report, narrative reports, and publications for use in formulating goals and objectives
7. performs other related duties as assigned

**MINIMUM ACCEPTABLE QUALIFICATIONS FOR ENTRY INTO:****Level I: Human Resource Assistant****2134****CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. High school graduation or equivalent

2. (a) One (1) year of work experience performing basic human resource/payroll or general office/clerical duties

OR

- (b) 30 semester hours of college course work that included 6 semester hours in human resource administration, business administration, or a closely related field

#### KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Willingness and ability to communicate and deal with a variety of people.
2. Willingness and ability to perform repetitive duties and detailed work accurately.
3. Ability to work with frequent distractions.
4. Willingness and ability to work with electronic data processing hardware and software.
5. Mathematical ability.
6. Good oral and written communication skills.
7. Good customer service and/or interpersonal skills.
8. Ability to understand and follow written procedures and guidelines
9. Ability to read and comprehend computer generated reports.

#### **Level II: Human Resource Representative:**

**2135**

#### CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. Any combination totaling **two years** from the following categories:
  - (a) progressively more responsible work experience performing duties comparable to those listed for the previous lower level of the series
  - (b) college course work in human resource administration, business administration, or a closely related field, as measured by the following conversion table or its proportional equivalent:

60 semester hours equals **one year**

90 semester hours equals **two years**

## KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Willingness and ability to communicate and deal with a variety of people.
2. Willingness and ability to perform repetitive duties and detailed work accurately.
3. Ability to work with frequent distractions.
4. Willingness and ability to work with electronic data processing hardware and software.
5. Mathematical ability.
6. Good oral and written communication skills.
7. Good customer service and/or interpersonal skills.
8. Ability to understand and follow written procedures and guidelines.
9. Ability to read and comprehend computer-generated reports.

**Level III: Human Resource Officer****2136**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. Any combination totaling **three years** from the following categories:
  - (a) progressively more responsible work experience performing duties comparable to those listed for the previous lower level of the series
  - (b) college course work in human resource administration, business administration, or a closely related field, as measured by the following conversion table or its proportional equivalent:

60 semester hours equals **one year**

90 semester hours equals **two years**

120 semester hours equals **three years**

## KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of standard principles and procedures used in human resource and ability to apply those used in complex technical operations in human resource.
2. Knowledge of federal and state laws, rules, and/or regulations related to public human resource administration; ability to learn those of the employing institution.

3. Skill in organizing, analyzing, and interpreting data.
4. Skill in working with managers, staff, and the public.
5. Skill in writing and editing reports and other materials.
6. Good oral and written communication skills.
7. Ability to work with frequent distractions.
8. Willingness and ability to work with electronic data processing hardware and software.
9. Mathematical ability.
10. Ability to direct the work of others.
11. Ability to understand and interpret written procedures and guidelines.
12. Ability to understand computerized information systems and related reports.
13. Ability to assist in the formulation/revision of human resource policies and procedures.

**Level IV: Human Resource Assistant Manager:****2137**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. Any combination totaling **four years** from the following categories:
  - (a) progressively more responsible work experience performing duties comparable to those listed for the previous lower level of the series
  - (b) college course work in human resource administration, business administration, or a closely related field, as measured by the following conversion table or its proportional equivalent:  
  
60 semester hours equals **one year**  
  
90 semester hours equals **two years**  
  
120 semester hours equals **three years**
3. As required by the position to be filled, education, training and/or work experience in the area of specialization inherent in the position may be required in meeting credential requirements #1 and #2 above.

## KNOWLEDGE, SKILLS AND ABILITIES

1. Broad knowledge of principles and procedures used in human resource.
2. Broad knowledge of federal and state laws, rules, and/or regulations affecting public human resource administration; ability to develop a broad knowledge of those of the employing institution.
3. Proficiency in working with operation managers, staff, and the public.
4. Proficiency in writing and editing reports and other materials.
5. Skill in organizing, analyzing, and interpreting data.
6. Administrative ability.
7. Ability to plan, supervise, and evaluate the work activities of others.
8. Ability to organize human resource operations and coordinate them with other organizational units.
9. Ability to review and formulate/revise human resource policies and procedures.

**Level V: Human Resource Manager****2138**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. Any combination totaling **five years** from the following categories:
  - (a) progressively more responsible work experience performing duties comparable to those listed for the previous lower level of the series
  - (b) college course work in human resource administration, business administration, or a closely related field, as measured by the following conversion table or its proportional equivalent:

|   |
|---|
| 60 semester hours equals <b><u>one year</u></b>     |
| 90 semester hours equals <b><u>two years</u></b>    |
| 120 semester hours equals <b><u>three years</u></b> |
3. As required by the position to be filled, education, training and/or work experience in the area of specialization inherent in the position may be required in meeting credential requirements #1 and #2 above.

## KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Extensive knowledge of principles and procedures used in human resource.
2. Extensive knowledge of federal and state laws, rules, and/or regulations affecting public human resource administration; ability to develop an extensive knowledge of those of the employing institution.
3. Skill in reviewing and formulating/revising human resource policies and procedures; ability to exercise controls over the implementation of the policies and procedures.
4. Ability to direct the activities of staff.
5. Ability to manage human resource operations and coordinate them with other organizational units.