

UNIFIED PERSONNEL SYSTEM

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Peggy Rowe
 Director

TO: The Honorable Chair and Members of the Unified Personnel Board

FROM: Peggy Rowe, Director of Human Resources *me*

SUBJECT: Audit of One (1) Encumbered Senior Office Specialist Position HRD/C32 (Pay Grade CL8), Two (2) Encumbered Administrative Support Specialist Positions HRD/C40 & 45 (Pay Grade CL11), and Two (2) Encumbered Human Resources Technician Positions, HRD/C16 & 31 (Pay Grade CL13) in the Human Resources Department

DATE: March 23, 2012

The Human Resources Department has reviewed the duties and responsibilities assigned the subject positions. Based on the review and analysis of the classifications and levels of the referenced positions, our recommendations follow.

OVERVIEW

The audit included three (3) classifications encompassing five (5) positions. The following recommendations are submitted:

- 4 Positions to Receive Upward Reclassification
- 1 Position to Remain the Same
- 5 Total

RECOMMENDATIONS**I. UPWARD RECLASSIFICATIONS**

It is our finding that the duties and responsibilities being assigned to the following positions are not at the level of the current classifications. It is therefore recommended that you either:

- a) Assign duties and responsibilities to the level of the current classifications,

or,

- b) Request the Personnel Board reclassify the following positions as shown below without benefit of examination, and serve a probationary period as is outlined in Personnel Rule IX.

<u>POSITION</u>	<u>PRESENT CLASSIFICATION</u>	<u>PG</u>	<u>RECOMMENDED CLASSIFICATION</u>	<u>PG</u>
HRD/C32	Sr Office Spec	CL8	Admin Supt Spec	CL11 (\$32,697)
HRD/C40	Admin Supt Spec	CL11	Human Resources Tech	CL13 (\$36,046)

I agree with recommendation b) in this report.

Peggy Rowe
 Peggy Rowe, Director of Human Resources

3-26-12
 Date

RECOMMENDATIONS (continued)

I. UPWARD RECLASSIFICATIONS (continued)

<u>POSITION</u>	<u>PRESENT CLASSIFICATION</u>	<u>PG</u>	<u>RECOMMENDED CLASSIFICATION</u>	<u>PG</u>
HRD/C45	Admin Supt Spec	CL11	Human Resources Tech	CL13 (\$36,046)
HRDC31	Human Resources Tech	CL13	Human Resources Supt Spec	CL17 (\$43,825)

Senior Office Specialist Position HRD/C32:

This position reports to the Assistant Director of Human Resources and provides support for the administrative functional area of the Human Resources Department. This position is responsible for independent administrative and office support work. Areas of specialty include: accounts payable, purchasing, fixed assets/inventory, invoice reconciliation, and coordination of the HR department's computer purchase/lease program and the County-wide employee service awards and retirement awards programs.

The incumbent also serves on the steering committee for the annual Colors of Pinellas art show and provides back up for Employee Communications as needed. Primary tasks include; providing information on department policies, procedures, and operations, ensuring that purchasing procedures are followed and that invoices for goods received are accurate. This position is the primary point of contact for county employees that have questions and requests related to service or retirement recognition awards. This position requires effective interaction with vendors, employees and management staff. The work also requires analysis of employee data and determining employee recognition eligibility.

The nature and scope of responsibilities assigned to this position are consistent with the higher level administrative/office support work associated with the Administrative Support Specialist classification. An upward reclassification to Administrative Support Specialist (Pay Grade CL11) is recommended.

Administrative Support Specialist Position (HRD/C40)

This position reports to and provides support to the Department Administrative Manager in the Communications and Volunteer Services functional area of the Human Resources Department. This position is responsible for establishing successful methods and means to promote and increase volunteer efforts within many of the Pinellas County appointing authorities. Activities include; volunteer discovery, recruitment, orientation, referral, placement, coaching, administration, and appropriate supervision of volunteers.

Primary tasks include; receiving volunteer applications, contacting candidates by phone/email; discussing volunteer opportunities; matching the candidates with various departments' needs, coordinating, planning, and implementation of volunteer orientation, volunteer training classes and ongoing volunteer education and support. The incumbent is also responsible for collecting volunteer activity data and providing quarterly reports related to volunteer hours worked. This position also coordinates the volunteer background screening function and maintains volunteer files and records administration.

Job analysis indicates that the nature and scope of responsibilities associated with this position have changed. The work performed is consistent with the professional, technical human resources duties and responsibilities of the Human Resources Technician classification. An upward reclassification to Human Resources Technician (Pay Grade CL13) is recommended.

RECOMMENDATIONS (continued)

I. UPWARD RECLASSIFICATIONS (continued)

Administrative Support Specialist Position (HRD/C45)

This position reports to and provides support to the Department Administrative Manager in the Communications and Volunteer Services functional area of the Human Resources Department. This position is responsible for effectively communicating important information to county employees and for promoting volunteerism by writing/producing promotional materials including; articles, managing Internet resources, creating and implementing social media strategies, and by developing and maintaining effective working relationships with county department representatives and with civic organizations and local media contacts.

Primary tasks include; writing and editing of feature articles and promotional materials for publication in newsletters, newspapers, and various Internet and social media venues. This includes regular maintenance of the Volunteer Services website, Facebook presence, Twitter account, and various other social media and external Internet resources.

The incumbent also proofs and recommends modifications to volunteer position description submissions from various county departments, and researches and makes recommendations on new policies and procedures related to the delivery of effective communications and volunteer services strategies. This position requires advanced communication skills and the ability to establish, maintain, and to leverage working relationships with; managers, employees, volunteers, and with members of the media. This position also provides education and support to Volunteer Site Coordinators and represents Pinellas County by responding to inquiries from the general public.

The nature and scope of responsibilities associated with this position have evolved over time and are currently consistent with the professional, technical duties and responsibilities of the Human Resources Technician classification. An upward reclassification to Human Resources Technician (Pay Grade CL13) is recommended.

Human Resources Technician Position (HRD/C31)

This position reports to and provides support to the Human Resources Manager in the Employment and Information Services functional area of the Human Resources Department. This position is responsible for; computer programming, systems maintenance, and for providing technical support for various human resource information systems, (HRIS). Primary tasks include; computer programming, maintenance and support of the Oracle Project Unified Solution (OPUS) HR modules; web design/maintenance, applicant tracking, and applicant management systems and other related activities. Assignments are very specialized and highly technical in nature dealing principally with computer automation systems, special software, applications programming, and providing training and technical assistance to HRIS customers.

The incumbent is also the primary point of contact for all recruitments which involves receipt and review of recruitment documents, coordinating candidate eligibility lists and determining candidate eligibility as outlined by the Personnel Rules. This position is also responsible for providing research and analysis in response to various internal and external requests for employment/HRIS data.

RECOMMENDATIONS (continued)

I. UPWARD RECLASSIFICATIONS (continued)

Human Resources Technician Position (HRD/C31) (continued)

The nature and scope of responsibilities associated with this position have evolved over time and are consistent with the analytical, technical duties and responsibilities of the Human Resources Support Specialist classification. An upward reclassification to Human Resources Support Specialist (Pay Grade CL17) is recommended.

II. POSITION TO REMAIN THE SAME

Human Resources Technician Position (HRD/C16)

This position reports to and provides support to the Human Resources Coordinator in the Training and Development functional area of the Human Resources Department. Primary duties include; coordination of various training and educational events, creating and maintaining training database records related to participant enrollments, tuition reimbursements, invoice records, and tracking course evaluations. This position is also responsible for partnering with colleges and universities to coordinate admissions counseling events and to develop memorandums of understanding for potential tuition discounts. The incumbent also maintains the training resource library as well as curriculum and supplemental training materials.

The incumbent works with other HR staff in the planning, and documentation of the department's various emergency management plans and serves as the primary contact for the County-wide Host Home Program. In the event of an emergency the incumbent would be responsible for taking calls from employees reporting damage to their homes.

The nature and scope of responsibilities are consistent with the professional, technical human resources duties and responsibilities of the Human Resources Technician classification. Analysis indicates that this position is correctly classified and no change is recommended.

ADMINISTRATIVE SUPPORT SPECIALIST

Job Code	Pay Grade
11310	CL11

Nature of Work

This is independent administrative and/or supervisory office support work. Areas of specialty may include any or all of the following: budget, personnel, payroll, purchasing, risk management, finance or billing services, computer support, elections, and other department or subject matter specific services, activities or programs. Duties may include administrative responsibility or supervision of one or more specific department-wide operations and activities for the county or an office of moderate size, and/or supporting field personnel. An employee in this class has full departmental responsibility for ensuring the supporting administrative areas of assignment are completed in accordance with laws, policies, and procedures, by given deadlines. At this level, employees regularly develop work processes and procedures and may serve the administrative needs of several managers or supervisors. The work is distinguished from Administrative Support Supervisor in that the supervisory class supports a larger workforce, has direct accountability for budget development and administration, and supervises the full office automation function. Problem solving requires research and analysis of a generally routine nature involving the identification and analysis of the components of the problem situation. Completed work is usually evaluated for conformity to policy and requirements. An employee in this class exercises a high degree of independent judgment and is required to have an extensive working knowledge of departmental operations, and in particular, the incumbent's agency or departmental area of assignment. The position reports to an Administrative Support Supervisor, management official, or designee.

Minimum Qualifications Requirements

- 3 years of clerical experience preparing, processing, and maintaining administrative records; or
- Associate's degree in a related field plus 1 year experience preparing, processing, and maintaining administrative records; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Depending on area of assignment, employee's name must not appear on the Health & Human Services Exclusion List.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Coordinates, administers, and manages special projects for directors; researches and prepares reports on administrative matters for associates, managers, and others.
- Develops and oversees records management controls; develops procedures, either automated or manual, and trains staff in usage.
- Processes, codes, and maintains personnel, payroll, property control, purchasing, claims, and/or fiscal records; performs arithmetical calculations; compiles reports for manager's information.
- Coordinates clerical and administrative activities of several department sections.
- Coordinates the activities of volunteer personnel as needed within the section or department.
- Operates an electronic meter reading system to prepare and process data for billing, processing field work orders, controlling cycle and route organization.
- Trains new users in computer applications and applies computer technology to improve work processes.
- Compiles and analyzes data; prepares statistical and other reports for customers and managers.
- Provides information on department policies, procedures, and operations.

ADMINISTRATIVE SUPPORT SPECIALIST (continued)

Job Code	Pay Grade
11310	CL11

Illustrative Tasks (continued)

- Trains and supervises or leads employees, reviews work, assigns duties, and assists, trains or advises technical or clerical employees; and develops group operational procedures.
- Prepares or directs the preparation of documents, claims, department paperwork, requisitions, purchases, delivery of service, equipment, commodities, materials, and supplies; resolves problems with customers, contractors, agencies, vendors, departments and/or providers; maintains records of activities to coordinate workflow, maintains schedules, and meets quality requirements.
- Maintains, monitors, processes, and tracks workload, statistics, grants, schedule, financial, and other information on behalf of management.
- Conducts analysis and reviews paperwork, reports, bills, claims, applications, and other records covering government related costs and requests for services, processes claims; refers service providers, customers, and employees to others for assistance; maintains data bases, record systems, documents, and case files.
- Conducts training classes in area of assignment for both inter and intradepartmental staff.
- Operates personal computer and performs data processing functions including using available software packages, encoding data, report generation, data entry, retrieval and other specialized and routine computer operations.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of laws and rules governing procedures and legal requirements encountered in government office operations.
- Knowledge of laws, rules, regulations, policies, and procedures as applied to highly specialized departmental administrative processes connected with delivery of public services, depending on area of assignment, in public safety, medical, health, utility, election, procurement, real estate, utilities, public works, and other department or subject matter specific services, activities or programs.
- Knowledge of the principles and procedures of office management and supervision.
- Knowledge of business English, spelling, arithmetic and bookkeeping standards.
- Skill in operating a personal computer using prescribed software applications including typing into automated computer information systems and skill in the operation of commercial word processing, database, and spreadsheet programs.
- Skill in making formal oral presentations to staff.
- Ability to plan, organize and supervise employees.
- Ability to develop effective office or field work procedures and clerical training programs.
- Ability to provide information correctly and concisely, orally and in writing.

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Revised	EEOC Code	Overtime Code
2/11	Administrative Support	Classified

HUMAN RESOURCES TECHNICIAN

Job Code	Pay Grade
20120	CL13

Nature of Work

This is entry level professional, technical human resources work administering and coordinating human resources rules, policies, and procedures in an automated environment. Employees in this class are responsible for supporting the implementation of human resources policies, coordinating departmental automation efforts, and explaining human resources procedures to all levels of employees. Duties may include preparation and publication of documents or information intended for internal and external circulation by the Human Resources Department. Incumbent may conduct research and perform interviews to facilitate staff selection and placement or conduct intake of employee issues or complaints about workplace matters and assist with investigations of workplace problems. Incumbent may provide technical support to specialized HR programs and support the Human Resources Information Systems (HRIS). Performs a wide range of technical and administrative processes assigned to the department. Work requires the exercise of considerable independent judgment, attention to detail, and adherence to rigid deadlines. Incumbent refers non-standard situations and complex technical problems to a supervisor with recommended courses of action. The incumbent reports to a supervisor or designee.

Minimum Qualifications Requirements

- 4 years technical or professional experience in human resources or human resources administration, or
- Associate's degree with major coursework in human resources, personnel administration, business, public administration, or a related field and 2 years of technical or professional experience in personnel or human resources administration, or
- Bachelor's degree with major coursework in human resources, personnel administration, business, public administration, or a related field, or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- A Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to demonstrate more advanced proficiency, competency, and satisfactory completion of regularly assigned work in an independent manner. Appointing Authority retains discretion to employ an incumbent at this level or advance the incumbent non-competitively or competitively after a candidate meets the minimum qualifications to an in-line career ladder position (such as Human Resources Specialist) within the same organization or department.
- Candidate may be required to obtain and maintain a Florida Human Resources Association; Professional in Human Resources (PHR); Senior PHR; Certified Compensation Professional and/or other appropriate designations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Performs highly technical and professional level assignments in any combination of HR functions including total compensation, benefits, employment, employee relations, training, volunteer services, communications, and other HR programs.
- Assists managers and supervisors to compile and provide information in person and via employee newsletters, hiring/promotional lists, newspaper advertisements, and other publications or programs requiring employee participation or support.
- Coordinates desktop publishing efforts for publications section; recommends format, design, and prepares camera-ready copy for printing.
- Performs editorial responsibilities as assigned by supervisor, including content proofing and authorization to print.

HUMAN RESOURCES TECHNICIAN (continued)

Job Code	Pay Grade
20120	CL13

Illustrative Tasks (continued)

- Assists others and provides technical support in the administration of a broad range of employee benefits assistance and/or insurance programs including health, wellness, dental, life, retirement, employee assistance and related tasks.
- Prepares and distributes electronic registers, posts applications to the website; ensures employment advertising is placed in a timely and accurate manner.
- Provides technical users with application documentation and training programs on proper use of equipment and software.
- Conducts intake interviews and evaluates complaints to determine the appropriate venue for assistance; makes referral recommendations.
- Conducts special projects and research on administrative matters for management.
- Assists with investigations of workplace problems.
- Documents and analyzes employee relations and performance management activities, issues and trends.
- Monitors and assists in the development of the department budget.
- May provide the purchasing function for the department.
- Responds to users' requests to generate reports; may perform modifications to existing programs, using statistical software packages or programs.
- Establishes user categories and access limitations to system resources; trains users countywide to operate departmental computer applications.
- Performs information processing duties, data entry and retrieval, routine information terminal operations, and programming/reprogramming as needed.
- Performs technical analysis, prepares regular or special reports and assists in completion of the full range of HR related projects and assignments.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of the principles and procedures of current office operations.
- Knowledge of human resource or personnel functions, practices, policies, and procedures.
- Ability to analyze data, prepare reports, and maintain filing system.
- Ability to perform technical computations and statistical tabulations and prepare reports based upon the findings.
- Ability to understand and follow oral and written instructions and express oneself clearly and concisely, orally and in writing.
- Ability to respond to inquiries or complaints with tact and courtesy.
- Ability to operate a personal computer and other automated systems to enter and retrieve information, monitor work performed, and to communicate information in reports, etc.
- Ability to establish and maintain effective working relationships with customers, superiors, fellow employees, and others.

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Revised	EEOC Code	Overtime Code
10/11	Technicians	Classified

HUMAN RESOURCES SUPPORT SPECIALIST

Job Code	Pay Grade
20132	CL17

Nature of Work

This is analytical, technical, and supervisory work involved in planning, coordinating, and implementing human resource information systems (HRIS). An employee in this class serves as a departmental expert on information systems, conducts needs assessments, and makes recommendations to management, and performs liaison with service providers to administer office automation processes. Areas of assignment include local area network LAN administration, web design/maintenance, HRIS, Applicant Tracking System, Applicant Management System and other related activities. Assignments are very specialized and highly technical in nature dealing principally with computer automation systems, special software, applications programming, and staff and HRIS customers. Incumbent performs under general supervision of an administrative or technical superior.

Minimum Qualifications Requirements

- 6 years professional experience in the analysis and administrative management of information technology functions dedicated to human resources, personnel administration, or business related applications, or
- Associate's degree in computer science, information technology, business administration, or related field and 4 years professional experience in the analysis and administrative management of information technology functions dedicated to human resources, personnel administration, or business related applications, or
- Bachelor's degree in above subjects and 2 years professional experience as described above, or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- A Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Designs new systems, prepares technical and design specifications; identifies maintenance needs.
- Prepares documentation manuals and procedures for applications; develops departmental automation standards, guidelines, oversees receipt and setup of equipment, and installation of new or enhanced software.
- Coordinates department programming, telecommunications, and training efforts; serves as liaison with other departments, vendors and consultants.
- Researches and recommends procurement of hardware and software; monitors maintenance contracts and consultant services, prior to authorizing payments.
- May select, train, and supervise subordinate technical and clerical employees; evaluates performance and recommends discipline as necessary.
- Establish user categories and access limitations to system resources; trains users to operate departmental computer applications.
- Coordinates and assists with information processing system installations, loads software; resolves equipment problems, performing system recoveries and backups.
- Assigns passwords and other protection features on a departmental level.
- Advises management on applications to assist department operations.
- Responds to users' requests to generate reports; may perform modifications to existing programs using statistical software packages or programs.
- Performs related work as assigned or required.

HUMAN RESOURCES SUPPORT SPECIALIST (continued)

Job Code	Pay Grade
20132	CL17

Knowledge, Skills, and Abilities

- Knowledge of office automation, statistical, database and word processing equipment and software.
- Knowledge of public administration principles and practices.
- Knowledge of data analysis and research techniques, methods and processes.
- Knowledge of governmental purchasing, personnel, and budget practices and procedures.
- Knowledge and ability to troubleshoot and resolve routine software, hardware and network problems.
- Skill in hardware/software diagnostic procedures.
- Skill in verbal and written communication, and interpretation of unclear instructions or information.
- Ability to organize and conduct basic training classes for non-technical users.
- Ability to develop and update procedure and operational manuals.
- Ability to perform technical computations and analyses; generate reports, sort and categorize data.
- Ability to conduct tests, analyze results, identify and correct errors, in the office or the field.
- Ability to establish and maintain effective working relationships with superiors and assigned employees.

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Revised	EEOC Code	Overtime Code
7/07	Technicians	Classified