

UNIFIED PERSONNEL SYSTEM

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II.3



Beverly Waldron
Interim Director

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

From: Beverly Waldron, Director of Human Resources (interim)

Date: December 3, 2015

Subject: Revision to 3 Class Specifications within Human Resources Department

I. Recommendation

It is recommended that the members of the Unified Personnel Board approve revisions to the following job class specifications:

REVISIONS

| <u>SPEC NO.</u> | <u>TITLE</u> | <u>PG</u> |
|-----------------|------------------------------------|-----------|
| 20108 | Human Resources Assistant | CL11 |
| 20112 | Human Resources Associate | CL13 |
| 20132 | Human Resources Support Specialist | CL17 |

II. Discussion

Pursuant to the Resolution granting the Director of Human Resources authority for specific administrative and technical activities except for those within the Human Resources Department, I am requesting that you approve revisions to these three class specifications as the these job classes only exist within the Human Resources Department. The specific revision is that the job classifications are changing their EEO-4 job category designation.

While under the federal consent decree the U.S. Department of Justice instructed us to not use the EEO-4 job category designation of Paraprofessional. Now that we have been released from the consent decree we are working with the Office of Human Rights to evaluate job classifications that might be more correctly placed within the Paraprofessional job category. This is being done so that EEO-4 reporting to the U.S. Equal Employment Opportunity Commission will be correct. The Human Resources Assistant and the Human Resources Support Specialist are being placed in the Paraprofessional job category and the Human Resources Associate job classification is being placed in the Professional job category. These designations are made based on job responsibilities and guidelines provided by EEOC. The revisions to all other job classification come to you as an information item as part of the delegated authority.

HUMAN RESOURCES ASSISTANT

| Job Code | Pay Grade |
|----------|-----------|
| 20108 | CL11 |

Nature of Work

This is technical and para-professional work performing independent personnel administration duties with delegated lead worker responsibility. Assignments include a high level of contact with hiring authorities, employees, applicants, and the general public. Employees in this class perform various personnel administrative tasks, activities, functions, and combinations of human resources' services such as in recruitment, testing, records administration, compensation, benefits, awards, training, volunteer services, informational programs, and other activities. Work is independently performed on routine projects or functions but problems are referred to a supervisor or an appropriate subject matter staff member. This position reports to a Division Director or designee.

Minimum Qualification Requirements

- 3 years experience in personnel administration, benefits administration, business, finance or accounting with at least 1 year of experience in human resources; or
- Possession and maintenance of a certification issued by a recognized national or state professional human resource credentialing organization and 1 year experience in human resources or related field; or
- Associate's degree with major coursework in human resources, personnel administration, business, public administration, benefits administration, finance, or a related field and 1 year of technical or professional experience in a related field; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License.
- 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 qualification to an in-line career ladder position (such as Human Resources Associate) within the same organization or department.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

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

- Communicates with and assist employees, visitors, and the public on human resource matters, policies, and procedures on behalf of the department.
- Meets and deals with employees and the general public concerning requests for information, records, services; resolves requests or inquires, referring select matters to other appropriate entities.
- Serves as the principal general public and employee central point of contact for the human resources on-line applicant registration and employment application system answering inquiries or questions, ensuring quality control, associating applications with registers, maintaining security for the system, and resolving system inquiries and applicant related problems.
- Instructs employees and the public about human resource job opportunities, benefits, services, functions, organizations and provides available written instructions, reference materials, and supplies.
- Participates in recruitment activities such as placing recruiting ads, screening applicants, coding applications, coordinating testing, assembling and distributing hiring lists or registers.
- Participates in various awards and educational programs designed to recognize various employee contributions or achievements and to encourage employees to enhance job skills or position themselves for promotional opportunities.
- Participates in employee benefits workshops, insurance and health programs designed to increase employee health, welfare, and morale.

HUMAN RESOURCES ASSISTANT (continued)

| Job Code | Pay Grade |
|----------|-----------|
| 20108 | CL11 |

Illustrative Tasks (continued)

- Assists or performs research work supporting a broad range of personnel functions including exams, test validation, benefits, compensation, training, employee information programs, and departmental administration or support functions.
- Prepares and assists with general workforce or specialized customer distribution of information and mailings.
- Performs routine data or word processing operations that include data entry, encoding, entering or retrieving data as well as working with statistical packages, software applications or programs.
- Compiles and analyzes data; prepares statistical and other reports for customers and managers.
- Provides information on policies, procedures and operations for both department operations and County programs.
- Conducts portions of new employee orientation as well as orientation/training on general Human Resources topics.
- Processes, codes, and maintains personnel, payroll, property control, purchasing, claims, and/or fiscal records.
- 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, maintain schedules, and meet quality requirements.
- 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.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of public administration principles and practices
- Knowledge of laws and rules governing procedures and legal requirements encountered in government office operations.
- Knowledge of Business English, spelling, arithmetic and bookkeeping standards.
- Knowledge of general and modern office/personnel practices, policies and procedures.
- Skill in making formal oral presentations and delivering training to staff and others.
- Ability to apply computer applications and software including word processing, spreadsheets, and database programs.
- Ability to analyze facts, maintain records and prepare statistical reports.
- Ability to understand and follow oral and written instructions and to express oneself clearly and concisely, orally and in writing.
- Ability to establish and maintain effective working relationships with various hiring authorities, fellow employees, applicants, and the general public.
- Ability to type accurately at a reasonable rate of speed.

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|---------|--------------------|---------------|
| 11/15 | Para-Professionals | Classified |

HUMAN RESOURCES ASSOCIATE

| Job Code | Pay Grade |
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| 20112 | 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) and/or electronic communication. 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 Qualification 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

- Florida Driver's License.
- 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 qualification to an in-line career ladder position (such as Human Resources Senior Associate) within the same organization or department.
- May be highly desirable to obtain and maintain a Florida Human Resources Association; Professional in Human Resources (PHR); Senior PHR; Certified Compensation Professional and/or other appropriate designation.
- 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; 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 ASSOCIATE (continued)

| Job Code | Pay Grade |
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| 20112 | 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.
- 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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| 11/15 | Professionals | 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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