

**UNIFIED PERSONNEL SYSTEM**

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Holly J. Schoenherr  
Director

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

**From:** Holly J. Schoenherr, Director of Human Resources *HS*

**Date:** July 27, 2018

**Subject:** Revision of Human Resources Classification Specifications and Career Ladders

**Recommendation:**

It is recommended that the members of the Unified Personnel Board approve the following actions, effective September 2, 2018, related to the adoption of recommendations provided by Evergreen Solutions, LLC:

1. Implementation of the proposed classification plan for Classified Service will require the revision of many classification specifications. I appreciate the Board’s consideration and approval of the recommended changes to the following class specifications (attached) for classified positions in the Human Resources Department:

Current Title and Pay Grade		New Title and Pay Grade	
Human Resources Assistant	CL11	Human Resources Technician	C11
Human Resources Associate	CL13		
Human Resources Associate, Senior	CL15	Human Resources Specialist	C13
Human Resources Analyst	CL18	Human Resources Analyst	C17
Human Resources Support Specialist	CL17	HR Specialist/Dept Computer Supt Specialist	C16

2. Approval of establishment of a new Career Ladder Path that incorporates the new classifications for Human Resources:

Human Resources Technician (C11) → Human Resources Specialist (C13) → Human Resources Analyst (C17)

Attachments:

- Class Specifications

## HUMAN RESOURCES ~~ASSOCIATES~~ TECHNICIAN

Job Code	Pay Grade
<u>20112-20120</u>	<u>CL13-C11</u>

### 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 human resources 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. Provides direct support for the County's wellness program. Provides direct administrative support to the County's Benefit and communicates Bbenefits programs to active employees and the retiree population. 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

- 43 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 Associate, Senior Human Resources Specialist) within the same organization or department.
- Candidate to demonstrate competence, possess specialized training, or certifications in one or more specific human resources programs and functions.
- 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 human resources functions including total compensation, benefits, employment, employee relations, training, volunteer services, communications, and other human resources 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.

**HUMAN RESOURCES ~~ASSOCIATES~~ TECHNICIAN (continued)**

<b>Job Code</b>	<b>Pay Grade</b>
<del>20112</del> <u>20120</u>	<del>CL13</del> <u>C11</u>

**Illustrative Tasks (continued)**

- Performs editorial responsibilities as assigned by supervisor, including content proofing and authorization to print.
- 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.
- Communicates with and assists employees, visitors, and the public about human resources matters, policies, and procedures on behalf of the department.
- Instructs employees and the public about county job opportunities, benefits, services, functions, organizations and provides available written instructions, reference materials, and supplies.
- 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 human resources related projects and assignments.
- Administers background check and employee fingerprinting program.
- 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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<del>Revised</del> <u>Re-instated</u>	EEOC Code	Overtime Code
<del>4/15</del> <u>08/18</u>	Technicians	Classified

# HUMAN RESOURCES TECHNICIAN

Job Code	Pay Grade
20120	C11

## 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 human resources 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. Provides direct support for the County's wellness program. Provides direct administrative support and communicates benefits programs to active employees and the retiree population. 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

- 3 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 Specialist) within the same organization or department.
- Candidate to demonstrate competence, possess specialized training, or certifications in one or more specific human resources programs and functions.
- 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 human resources 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.

# HUMAN RESOURCES TECHNICIAN (continued)

Job Code	Pay Grade
20120	C11

## Illustrative Tasks (continued)

- Performs editorial responsibilities as assigned by supervisor, including content proofing and authorization to print.
- 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.
- Communicates with and assists employees, visitors, and the public about human resources matters, policies, and procedures on behalf of the department.
- Instructs employees and the public about county job opportunities, benefits, services, functions, organizations and provides available written instructions, reference materials, and supplies.
- 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 human resources related projects and assignments.
- Administers background check and employee fingerprinting program.
- 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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Re-instated	EEOC Code	Overtime Code
08/18	Technicians	Classified

# HUMAN RESOURCES ~~ASSOCIATES, SENIOR SPECIALIST~~

Job Code	Pay Grade
<del>20114-20130</del>	<del>CL15 C13</del>

## Nature of Work

This is professional level human resources (HR) work implementing a variety of human resources management programs. Employees in this class perform technical and administrative tasks relating to implementation and maintenance of the Unified Personnel System and may be responsible for one or more specialized human resources programs such as benefits, employment, pay and classification, communications, HRIS, or training. The incumbent must be able to effectively work with people at all levels of responsibility from unskilled laborer to management to elected officials, exercise sound judgment, and communicate effectively orally and in writing. Incumbent performs with considerable independence on technical matters, but refers problems of an unusual nature to a supervisor or manager. Upon recommendation of the division director and approval of the Director of Human Resources, an incumbent in this classification may be promoted to Human Resources Analyst. The position reports to an HR Officer or designee.

## Minimum Qualification Requirements

- 6 years of highly technical and professional human resources or personnel administration experience; or
- Associate's degree in personnel management, public or business administration, finance or directly related field and 4 years of highly technical and professional human resources or personnel administration experience; or
- Bachelor's degree in human resources, personnel administration, business, public administration, or a related field and 2 years of highly technical and professional experience in human resources or personnel administration; 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 qualifications to an in-line career ladder position (such as Human Resources Analyst) within the same organization or department.
- Candidate to demonstrate competence, possess specialized training, or certifications in one or more specific human resources programs and functions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

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

- Develops and revises written examinations in accordance with professional standards, evaluates applicant qualifications, reviews item analysis, test statistics and other statistics, establishes passing points, assists in the update and maintenance of an item bank.
- Develops unassembled examinations in accordance with professional standards including the development of criteria, point systems, as well as questionnaires, reviews and rates applicant responses, and handles appeals including discussions of evaluations with applicants.
- Conducts position classification reviews by using job analysis including analyzing position audit questionnaires, conducting field interviews, auditing positions, and composing and revising position description/class specifications.
- Conducts wage and salary surveys and prepares charts, spreadsheets, and reports.
- Coordinates and conducts training programs and assists in maintaining automated class schedules and records.

**HUMAN RESOURCES ~~ASSOCIATES, SENIOR SPECIALIST~~ (continued)**

<b>Job Code</b>	<b>Pay Grade</b>
<del>20114 20130</del>	<del>CL15 C13</del>

**Illustrative Tasks (continued)**

- 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.
- Plans, implements, and provides employee education for the group health, disability, life insurance and health improvement programs.
- Counsels supervisors, employees and their dependents on a wide variety of laws, rules and policies including the Family and Medical Leave Act (FMLA), Americans with Disabilities Act (ADA), benefits eligibility, Unified Personnel System rules, employment law and equal employment, etc.
- Develops and edits articles and items for publication in newsletters, reports, websites, training materials and broadcast distribution.
- Creates documents for publication including layout and graphic design using desktop publishing and other software.
- May perform information processing duties including data entry and retrieval, using available statistical and computer programs.
- Administers the County's and supports the tTuition rReimbursement program.
- Performs related work as assigned or required.

**Knowledge, Skills, and Abilities**

**Depending upon division assignment:**

- Knowledge of the principles and procedures of public sector human resources administration.
- Knowledge of the principles of management, education, career development, and statistics.
- Knowledge of principles, practices and techniques relevant to recruiting qualified, employment applicants.
- Knowledge of principles, methods and techniques relevant to labor classification and compensation.
- Knowledge of benefits programs, laws, and regulations.
- Knowledge of the Family Medical Leave Act, the Americans with Disability Act, and other benefits related to federal, state and local laws.
- Knowledge of analytical concepts and methods used in benefits compensation, classification or testing determination.
- Knowledge of publication principles and methods including desktop and web publishing.
- Skill in the use of publishing software.
- Skill in public speaking.
- Skill in the use of a personal computer including word processing, spreadsheet and database applications.
- Ability to perform technical computations and statistical tabulations, and prepare reports based upon the findings.
- Ability to interact with community resource organizations.
- Ability to write and prepare documents for distribution including design and layout.
- Ability to express oneself clearly and concisely, orally and in writing.
- Ability to analyze facts, prepare reports, and maintain filing systems.
- Ability to deliver accurate and understandable information in response to inquiries and complaints.
- Ability to establish and maintain effective working relationships with customers, superiors, fellow employees and others.

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<del>Created Re-instated</del>	EEOC Code	Overtime Code
<del>12/14 08/18</del>	Professionals	Classified/Excluded

# HUMAN RESOURCES SPECIALIST

Job Code	Pay Grade
20130	C13

## Nature of Work

This is professional level human resources (HR) work implementing a variety of human resources management programs. Employees in this class perform technical and administrative tasks relating to implementation and maintenance of the Unified Personnel System and may be responsible for one or more specialized human resources programs such as benefits, employment, pay and classification, communications, HRIS, or training. The incumbent must be able to effectively work with people at all levels of responsibility from unskilled laborer to management to elected officials, exercise sound judgment, and communicate effectively orally and in writing. Incumbent performs with considerable independence on technical matters, but refers problems of an unusual nature to a supervisor or manager. Upon recommendation of the division director and approval of the Director of Human Resources, an incumbent in this classification may be promoted to Human Resources Analyst. The position reports to an HR Officer or designee.

## Minimum Qualification Requirements

- 6 years of highly technical and professional human resources or personnel administration experience; or
- Associate's degree in personnel management, public or business administration, finance or directly related field and 4 years of highly technical and professional human resources or personnel administration experience; or
- Bachelor's degree in human resources, personnel administration, business, public administration, or a related field and 2 years of highly technical and professional experience in human resources or personnel administration; 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 qualifications to an in-line career ladder position (such as Human Resources Analyst) within the same organization or department.
- Candidate to demonstrate competence, possess specialized training, or certifications in one or more specific human resources programs and functions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

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

- Develops and revises written examinations in accordance with professional standards, evaluates applicant qualifications, reviews item analysis, test statistics and other statistics, establishes passing points, assists in the update and maintenance of an item bank.
- Develops unassembled examinations in accordance with professional standards including the development of criteria, point systems, as well as questionnaires, reviews and rates applicant responses, and handles appeals including discussions of evaluations with applicants.
- Conducts position classification reviews by using job analysis including analyzing position audit questionnaires, conducting field interviews, auditing positions, and composing and revising position description/class specifications.
- Conducts wage and salary surveys and prepares charts, spreadsheets, and reports.
- Coordinates and conducts training programs and assists in maintaining automated class schedules and records.



# HUMAN RESOURCES SPECIALIST (continued)

Job Code	Pay Grade
20130	C13

## Illustrative Tasks (continued)

- 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.
- Plans, implements, and provides employee education for the group health, disability, life insurance and health improvement programs.
- Counsels supervisors, employees and their dependents on a wide variety of laws, rules and policies including the Family and Medical Leave Act (FMLA), Americans with Disabilities Act (ADA), benefits eligibility, Unified Personnel System rules, employment law and equal employment, etc.
- Develops and edits articles and items for publication in newsletters, reports, websites, training materials and broadcast distribution.
- Creates documents for publication including layout and graphic design using desktop publishing and other software.
- May perform information processing duties including data entry and retrieval, using available statistical and computer programs.
- Administers and supports the tuition reimbursement program.
- Performs related work as assigned or required.

## Knowledge, Skills, and Abilities

### Depending upon division assignment:

- Knowledge of the principles and procedures of public sector human resources administration.
- Knowledge of the principles of management, education, career development, and statistics.
- Knowledge of principles, practices and techniques relevant to recruiting qualified, employment applicants.
- Knowledge of principles, methods and techniques relevant to labor classification and compensation.
- Knowledge of benefits programs, laws, and regulations.
- Knowledge of the Family Medical Leave Act, the Americans with Disability Act, and other benefits related to federal, state and local laws.
- Knowledge of analytical concepts and methods used in benefits compensation, classification or testing determination.
- Knowledge of publication principles and methods including desktop and web publishing.
- Skill in the use of publishing software.
- Skill in public speaking.
- Skill in the use of a personal computer including word processing, spreadsheet and database applications.
- Ability to perform technical computations and statistical tabulations, and prepare reports based upon the findings.
- Ability to interact with community resource organizations.
- Ability to write and prepare documents for distribution including design and layout.
- Ability to express oneself clearly and concisely, orally and in writing.
- Ability to analyze facts, prepare reports, and maintain filing systems.
- Ability to deliver accurate and understandable information in response to inquiries and complaints.
- Ability to establish and maintain effective working relationships with customers, superiors, fellow employees and others.

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Re-instated	EEOC Code	Overtime Code
08/18	Professionals	Classified/Excluded

# HUMAN RESOURCES ANALYST

Job Code	Pay Grade
20140	<del>CL18</del> C17

## Nature of Work

This is advanced level professional work developing and implementing a variety of human resources management programs. Employees in this class develop, implement, and maintain professional human resources programs in one or more specialized human resources areas. Incumbent performs complex assignments with considerable independent judgment and initiative, but refers problems of an unusual nature to a superior for resolution. With approval of the Director of Human Resources, an incumbent in the ~~Human Resources Associates, Senior~~ Human Resources Specialist classification may be promoted to this full performance level upon attainment of advanced competency. This position reports to a supervisor or designee.

## Minimum Qualification Requirements

- 7 years of professional experience that includes 2 years professional experience in the job's specialized field or assignment (such as classification, recruitment and selection, benefits, employee relations, employee development, human resources information systems, or other specialized human resources area of assignment);
- Bachelor's degree in human resources management, personnel administration, business, public administration, or related field and 3 years of professional experience that includes 2 years professional experience in the job's specialized field or assignment (such as classification, recruitment and selection, benefits, employee relations, employee development, human resources information systems, or other specialized human resources area of assignment); 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 competence, possess specialized training, or certifications in one or more specific human resources programs and functions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

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

- Performs professional level assignments in any combination of human resources functions including total compensation, employment, employee relations, training, volunteer services, and other human resources programs.
- Coordinates, administers, and communicates assignments and projects interacting with employees, supervisors, managers, vendors, and customers on a wide range of policies and procedures with regards to pay, recruitment, health, retirement, employee relations, and communication on agency human resources support and activities.
- Analyzes, researches, and makes recommendations to improve human resources policies, procedures, and programs to include preparation of human resources program related studies and reports for senior management and Personnel Board approval.
- Interviews employment applicants, explains the Merit System, reviews applications, and counsels applicants failing to meet qualifications.
- Interviews and counsels employees on county policies, procedures, rules, and benefits addressing job classification, benefits, recruitment, grievances, career development, performance evaluations, and other matters.
- Analyzes position audit questionnaires during position classification reviews, conducts field interviews, audits positions, and prepares and revises position descriptions/class specifications.
- Conducts wage and salary surveys, prepares related charts, spreadsheets and reports.
- Defends findings of cyclic reviews in meetings with affected employees, department directors and Appointing Authorities, and at appeal hearings before the Personnel Board.

# HUMAN RESOURCES ANALYST (continued)

Job Code	Pay Grade
20140	<del>CL18-C17</del>

## Illustrative Tasks (continued)

- Assists managers and supervisors with benefit plan administration including counseling parties on health benefits, retirement, short/long term disability, family/medical leave and other matters.
- Plans, prepares and conducts employee training and staff development programs, new employee orientation, and pre-employment classes at Pinellas Technical College.
- Authors, updates and distributes documents and publications, which include training catalogs, employee manuals, management/supervisory notes, performance review manuals, and other employee development materials.
- Pursues recruiting at high schools, colleges, technical schools, job fairs, and in the general community.
- Performs data processing related duties including using statistical packages or programs, encoding data, data entry and retrieval and routine computer terminal operations and programming.
- Designs new HRIS systems, prepares technical and design specifications; identifies maintenance needs.
- 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.
- Establishes 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.
- Advises management on applications to assist department operations.
- Performs related work as assigned or required.

## Knowledge, Skills, and Abilities (Depending on area of assignment.)

- Knowledge of the principles and practices of public human resources administration.
- Knowledge of principles, methods, and techniques relevant to labor classification and compensation.
- Knowledge of principles, practices and techniques relevant to recruiting qualified employment applicants.
- Knowledge of statistical concepts and methods used in examination processes and in salary survey work.
- Knowledge of methods and techniques of employee training; principles of course development and skill in designing training programs to meet needs of department employees or other target audiences.
- Knowledge of office automation, statistical, database, and integrated software.
- 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 public speaking and ability to tactfully deliver accurate and understandable counsel, in response to inquiries or complaints.
- Skill in verbal and written communication, and interpretation of unclear instructions or information.
- Ability to express oneself clearly and concisely, orally or in writing.
- Ability to analyze data, exercise sound judgment, prepare reports, and maintain supporting records.
- Ability to apply computer applications and software.
- Ability to establish and maintain effective working relationships with customers, superiors, fellow employees, and others.
- Ability to perform technical computations and analyses; generate reports, sort and categorize data.

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Revised	EEOC Code	Overtime Code
<del>12/14-08/18</del>	Professional	Classified/Excluded

# HUMAN RESOURCES ANALYST

Job Code	Pay Grade
20140	C17

## Nature of Work

This is advanced level professional work developing and implementing a variety of human resources management programs. Employees in this class develop, implement, and maintain professional human resources programs in one or more specialized human resources areas. Incumbent performs complex assignments with considerable independent judgment and initiative, but refers problems of an unusual nature to a superior for resolution. With approval of the Director of Human Resources, an incumbent in the Human Resources Specialist classification may be promoted to this full performance level upon attainment of advanced competency. This position reports to a supervisor or designee.

## Minimum Qualification Requirements

- 7 years of professional experience that includes 2 years professional experience in the job's specialized field or assignment (such as classification, recruitment and selection, benefits, employee relations, employee development, human resources information systems, or other specialized human resources area of assignment);
- Bachelor's degree in human resources management, personnel administration, business, public administration, or related field and 3 years of professional experience that includes 2 years professional experience in the job's specialized field or assignment (such as classification, recruitment and selection, benefits, employee relations, employee development, human resources information systems, or other specialized human resources area of assignment); 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 competence, possess specialized training, or certifications in one or more specific human resources programs and functions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

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

- Performs professional level assignments in any combination of human resources functions including total compensation, employment, employee relations, training, volunteer services, and other human resources programs.
- Coordinates, administers, and communicates assignments and projects interacting with employees, supervisors, managers, vendors, and customers on a wide range of policies and procedures that implement pay, recruitment, health, retirement, employee relations, and communication on agency human resources support and activities.
- Analyzes, researches, and makes recommendations to improve human resources policies, procedures, and programs to include preparation of human resources program related studies and reports for senior management and Personnel Board approval.
- Interviews employment applicants, explains the Merit System, reviews applications, and counsels applicants failing to meet qualifications.
- Interviews and counsels employees on county policies, procedures, rules, and benefits addressing job classification, benefits, recruitment, grievances, career development, performance evaluations, and other matters.
- Analyzes position audit questionnaires during position classification reviews, conducts field interviews, audits positions, and prepares and revises position descriptions/class specifications.
- Conducts wage and salary surveys, prepares related charts, spreadsheets and reports.
- Defends findings of cyclic reviews in meetings with affected employees, department directors and Appointing Authorities, and at appeal hearings before the Personnel Board.

## HUMAN RESOURCES ANALYST (continued)

Job Code	Pay Grade
20140	C17

### Illustrative Tasks (continued)

- Assists managers and supervisors with benefit plan administration including counseling parties on health benefits, retirement, short/long term disability, family/medical leave and other matters.
- Plans, prepares and conducts employee training and staff development programs, new employee orientation, and pre-employment classes at Pinellas Technical Education Centers.
- Authors, updates and distributes documents and publications, which include training catalogs, employee manuals, management/supervisory notes, performance review manuals, and other employee development materials.
- Pursues recruiting at high schools, colleges, technical schools, job fairs, and in the general community.
- Performs data processing related duties including using statistical packages or programs, encoding data, data entry and retrieval and routine computer terminal operations and programming.
- Designs new HRIS systems, prepares technical and design specifications; identifies maintenance needs.
- 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.
- Establishes 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.
- Advises management on applications to assist department operations.
- Performs related work as assigned or required.

### Knowledge, Skills, and Abilities (Depending on area of assignment.)

- Knowledge of the principles and practices of public human resources administration.
- Knowledge of principles, methods, and techniques relevant to labor classification and compensation.
- Knowledge of principles, practices and techniques relevant to recruiting qualified employment applicants.
- Knowledge of statistical concepts and methods used in examination processes and in salary survey work.
- Knowledge of methods and techniques of employee training; principles of course development and skill in designing training programs to meet needs of department employees or other target audiences.
- Knowledge of office automation, statistical, database, and integrated software.
- 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 public speaking and ability to tactfully deliver accurate and understandable counsel, in response to inquiries or complaints.
- Skill in verbal and written communication, and interpretation of unclear instructions or information.
- Ability to express oneself clearly and concisely, orally or in writing.
- Ability to analyze data, exercise sound judgment, prepare reports, and maintain supporting records.
- Ability to apply computer applications and software.
- Ability to establish and maintain effective working relationships with customers, superiors, fellow employees, and others.
- Ability to perform technical computations and analyses; generate reports, sort and categorize data.

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Revised	EEOC Code	Overtime Code
08/18	Professional	Classified/Excluded

**HUMAN RESOURCES SUPPORT SPECIALIST**  
**HR SPECIALIST/DEPT COMPUTER SUPPORT SPECIALIST**

Job Code	Pay Grade
<b>20132-20136</b>	<b>CL17 C16</b>

**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 as a 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**  
**HR SPECIALIST/DEPT COMPUTER SUPPORT SPECIALIST** (continued)

<b>Job Code</b>	<b>Pay Grade</b>
<b>20132-20136</b>	<b>CL17C16</b>

**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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<b>Revised Created</b>	<b>EEOC Code</b>	<b>Overtime Code</b>
<b>11/15-08/18</b>	Para-Professionals	Classified

# HR SPECIALIST/DEPT COMPUTER SUPPORT SPECIALIST

Job Code	Pay Grade
20136	C16

## 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 as a 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.



# HR SPECIALIST/DEPT COMPUTER SUPPORT SPECIALIST (continued)

Job Code	Pay Grade
20136	C16

## 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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Created	EEOC Code	Overtime Code
08/18	Para-Professionals	Classified