

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*

SUBJECT: Revision of Classification Specifications

DATE: July 11, 2019

Recommendation:

It is recommended that the members of the Unified Personnel Board approve changes to the following class specifications as identified in the attached draft documents:

REVISION

<u>SPEC NO.</u>	<u>TITLE</u>	<u>PG</u>
20120	Human Resources Technician	C20
20140	Human Resources Analyst	C26

Thank you for your consideration of this request.

Attachments: Draft revisions and final copy



Human Resources Technician

Category: Classified
Pay Grade: C20
Job Code: 20120

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs entry level technical human resources work administering and coordinating human resources rules, policies, and procedures; supports the implementation of human resources policies; explains human resources procedures to all levels of employees.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Performs technical and administrative level assignments in any combination of human resources functions including total rewards, employment, employee relations, training, volunteer services, communications, and other human resources programs;
- Provides front desk coverage by answering incoming calls or assisting walk-ins and directing to the appropriate party or providing information as needed;
- 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;
- Oversees the volunteer program, promotes and assists with volunteer events, and represents the County at Volunteer Recognition Events held by participating departments throughout the year;
- 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;
- 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, and 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 and may perform modifications to existing programs using statistical software packages or programs;
- Establishes user categories and access limitations to system resources and 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;
- Provides subject area training for managers and supervisors;
- 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; and
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Four (4) years' of technical or professional experience in personnel or human resources administration applications; Associate's degree with major coursework in human resources, personnel administration, business, public administration, or a related field and two (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; ~~and three (3) years of technical or professional experience in human resources or human resources administration applications or;~~ an equivalent combination of education, training and/or experience.

Special Qualifications (May be required depending on area of assignment):

- 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 qualification to an in-line career ladder position 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 knowledge, skills, abilities, and credentials required for a specific position.

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.

PHYSICAL/MENTAL DEMANDS

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.



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JOB SUMMARY

Performs entry level technical human resources work administering and coordinating human resources rules, policies, and procedures; supports the implementation of human resources policies; explains human resources procedures to all levels of employees.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Performs technical and administrative level assignments in any combination of human resources functions including total rewards, employment, employee relations, training, volunteer services, communications, and other human resources programs;
- Provides front desk coverage by answering incoming calls or assisting walk-ins and directing to the appropriate party or providing information as needed;
- 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;
- Oversees the volunteer program, promotes and assists with volunteer events, and represents the County at Volunteer Recognition Events held by participating departments throughout the year;
- 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;
- 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, and 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;
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- 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 and may perform modifications to existing programs using statistical software packages or programs;
- Establishes user categories and access limitations to system resources and 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;
- Provides subject area training for managers and supervisors;
- 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; and
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Four (4) years' of technical or professional experience in personnel or human resources administration applications; Associate's degree with major coursework in human resources, personnel administration, business, public administration, or a related field and two (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.

Special Qualifications (May be required depending on area of assignment):

- 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 qualification to an in-line career ladder position 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 knowledge, skills, abilities, and credentials required for a specific position.

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.

PHYSICAL/MENTAL DEMANDS

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.



Human Resources Analyst

Category: Classified/Excluded
Pay Grade: C26
Job Code: 20140

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs advanced level professional work developing, implementing, and maintaining a variety of human resources management programs.

ESSENTIAL JOB FUNCTIONS (examples, 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;
- Provides end user and business process support across the various Human Resources applications;
- 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, and 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;
- 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;
- Prepares training schedules accommodating all organization members;
- 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;
- Assists with budget preparation;

- Serves as liaison with other departments, vendors, and consultants;
- Researches and recommends procurement of hardware and software and monitors maintenance contracts and consultant services prior to authorizing payments;
- Trains users in the operation of departmental computer applications;
- Coordinates and assists with information processing;
- Assists with website updates and revisions;
- Advises management on applications to assist department operations; and
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

~~Bachelor's degree in human resources management, personnel administration, business, public administration, or related field; and seven (7) years of professional experience that includes two (2) years of 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; a Bachelor's degree in human resources management, personnel administration, business, public administration, or related field; and three (3) years of experience as described above; or~~ an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- 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 competence, possess specialized training, or certifications in one or more specific human resources programs and functions.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- 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 and 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, and sort and categorize data.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
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ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

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- 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;
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- Interviews employment applicants, explains the Merit System, reviews applications, and counsels applicants failing to meet qualifications;
- Provides end user and business process support across the various Human Resources applications;
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- 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, and 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;
- 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;
- Prepares training schedules accommodating all organization members;
- 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;
- Assists with budget preparation;
- Serves as liaison with other departments, vendors, and consultants;
- Researches and recommends procurement of hardware and software and monitors maintenance contracts and consultant services prior to authorizing payments;
- Trains users in the operation of departmental computer applications;
- Coordinates and assists with information processing;
- Assists with website updates and revisions;
- Advises management on applications to assist department operations; and
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Seven (7) years of professional experience that includes two (2) years of 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; a Bachelor's degree in human resources management, personnel administration, business, public administration, or related field; and three (3) years of experience as described above; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

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- Knowledge and ability to troubleshoot and resolve routine software, hardware and network problems.
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