

DESCRIPTION: Under administrative to general direction, provides program direction for all human resources management issues and decisions, to include the development, modification, implementation, and administration of agency-wide human resources goals, plans, policies, processes, standards, and criteria, and the representation of the agency director during the labor-management bargaining process and employee-management relations issue resolution and decision making activities; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the first level in the human resources-administrative management class series. Positions in this class serve as the principal human resources official directing the entire human resources management program and associated functions and processes for an agency with 400 to 1500 employees located statewide in field offices, facilities, and other work sites. Manages the human resources program operations and supervises assigned technical, support, and other staff, through the central human resources management office of the agency. This class differs from the Personnel Administrator II and III classes in the managerial span of control and/or magnitude of budgetary authority assigned to the positions. All positions report to a senior manager or the executive director of the agency.

Other positions, engaged primarily in human resources management work, that direct either the entire human resource program of an agency having fewer positions, or only portions of an agency's entire program, would be classified to the four-level professional/supervisory personnel-generalist class series.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Plans the structure and directs the administration of the functions and processes of an agency's human resources management program to include development of program policies, procedures, performance criteria and data, forms, and reports.

Advises the agency's executive director, principal deputies, program, divisional, district, and facility directors, mid-level managers, and supervisors on labor/employee-management relations practices, State personnel rules and labor contracts, and agency-wide human resources policies, including investigation of situations and compliance reviews of decisions and actions within established regulations and laws.

Monitors staffing levels and trends; prepares human resources activity summaries, workforce assessments, statistical reports, and organizational charts; provides recommendations on workforce needs and requirements and personal services budget requests; may monitor that portion of the budget.

Directs, trains, counsels, and evaluates assigned supervisory, professional, technical, and/or support human resources staff to determine and adjust the allocation of staff resources and specific staff assignments, improve their work performance, exchange information, explain work policies and standards, and resolve work related concerns.

Provides labor contract related information and serves as the agency's liaison to the State Employee Relations Administrator; attends labor-management contract negotiation sessions to discuss proposals and their feasibility regarding general management and human resource needs of the agency.

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Directs the development and administration of new employee on-boarding activities; explains State insurance, retirement, and benefits options and plans, State personnel rules and labor contracts, and agency human resources management policies.

Explains and guides managers and supervisors in labor contract provisions and practices; maintains seniority lists and other applicable labor-management relations information, at the agency-wide level; discusses issues and needs relative to labor contracts with the State Employee Relations Administrator.

Monitors human resources requests and actions submitted to the Department of Administrative Services State Personnel Division and other Department divisions including employee promotions, demotions, and separations, and position status changes; conducts or directs the preparation of work or pay surveys to support agency classification and compensation proposals.

Monitors the status of potential and actual employee disciplinary actions; reviews related circumstances and provides advice to senior management officials.

Collects data and information and prepares summaries for use in equal employment opportunity activities or discrimination charges and rebuttals; testifies at administrative hearings on behalf of the agency.

Investigates and reviews all employee grievances; writes responses for executive director's signature; advises supervisors, mid-level managers, and senior management officials during the grievance process.

Administers the review of human resources actions and decisions to ensure compliance with State and federal personnel and employment laws and regulations, agency human resources management policies, and State personnel rules and labor contracts.

Participates in and oversees, as needed, the design and evaluation, in a team setting, of human resource information systems, business processes, workforce analyses, and other developmental and operational processes and activities to ensure effectiveness of the human resources management programs relative to the agency's overall programs and goals.

Directs or oversees the agency's training, staff and management development, and career and succession planning functions and processes, and staff participating in these activities; develops and presents training to agency management and others about labor/employee-management relations and other topics.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: the principles, practices, and terminology of human resources management; State personnel rules and labor contracts; federal and State personnel and employment laws; State labor/employee-management relations terminology, goals, and practices; the mission, program goals and mandates, structural and functional relationships, and types of occupations of the agency; the agency's relationships to other entities of State and local governments; the purposes, applications, and protocols of agency and State human resources information management systems; recruitment, interviewing, and hiring practices; State payroll, budget, and accounting practices and information systems; State benefits plans and human resources and payroll forms and procedures; employee and job safety and health regulations and practices; goals and requirements of record maintenance and confidentiality; human resources management practices and workforce conditions outside the agency; the agency's work culture and overall expected outcomes of its human resources management program.

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Ability to: communicate in person and by electronic means and correspondence, and by listening to employees, supervisors, and managers at all levels of the agency to present confidential and technical information; identify staffing needs and patterns for work processes being developed or realigned; analyze personal services budgets and expenditure reports; evaluate the completeness and accuracy of human resources information based on a limited knowledge of specific situations; advise and persuade the agency executive director and senior management officials to adopt courses of action in contentious agency-wide human resources matters; interview employees and managers and evaluate information collected; analyze interpersonal situations and identify causes of staff conflicts when addressing grievances or morale issues; supervise, train, and evaluate assigned employees and other staff; research and investigate grievances, complaints, and inquiries and communicate findings to senior management officials; present tactfully unfavorable decisions to those affected; maintain objectivity when resolving employee and supervisor disputes, grievances, and discrimination complaints; comprehend and interpret human resources policies, procedural manuals, and laws; perform mathematical operations such as decimals, percentages, ratios, and standard deviations; deal with a variety of concrete variables where only limited standardization exists; apply judgment when using facts and principles to develop approaches and techniques for solving problems; exercise judgment, decisiveness, and creativity in situations involving direction, control, and planning of an entire human resources program that impact broad aspects of the agency; conduct long range planning for the allocation of human resources within the agency; respond to changes in values, directions, and priorities of the agency's mission and goals; mediate conflicts, seek areas of common agreement, and negotiate resolutions; identify alternatives and options for administrative action that minimize errors and risks, and develop contingency plans; identify obstacles and potential delays to the implementation of decisions and plans; coordinate multiple projects/task forces with competing priorities and resource needs; coach, mentor, and inspire work teams to attain established goals; perform mid to upper level analysis with discretion in determining time, place, and sequence of operations within the agency's organizational framework; oversee execution of decisions based on time, place, and sequence; manage and direct groups of employees; demonstrate dependability and initiative in dealing with situational factors that would cause stress.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Bachelor's degree in personnel/human resources management, organizational development, organizational communication, business or public administration, or a related field and five years of progressively responsible personnel/human resources experience in a supervisory, administrative, or managerial capacity. Experience coordinating or performing highly responsible personnel/human resources functions may substitute for the Bachelor's degree requirement on a year for year basis.

SPECIAL NOTE:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).