

DESCRIPTION: Under general supervision, coordinates and provides guidance to three or more technical and office/clerical support staff preparing and processing a variety of personnel documents, applications, and transactions and applying personnel rules, policies, and other related regulations, and provides other personnel administration support to agency managers and representatives, employees, and the public; 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 third full performance and work leader classification level of the Personnel Support class series. Positions at this level are assigned on a regular basis responsibility for coordinating and guiding the work of two or more technical and office/clerical support positions performing personnel support work. The work leader supplements or assists an employee who has been assigned regular full supervisory authority, responsibility and accountability. Work leader positions typically assign tasks, monitor work progress and flow, check work produced, schedule work, and establish work standards. A work leader has input into personnel/staffing decisions made at a higher level, and may have authority to sign leave requests and approve work hours. In addition to these lead worker responsibilities, the incumbent may perform duties of lower level personnel or similar employees as needed, but the paramount and preponderance of work performed are these lead worker responsibilities.

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.)

Leads co-workers to ensure work assignments are carried out by performing duties such as answering questions about procedures and methods, distributing and balancing work loads, and reviewing work completed.

Trains co-workers in the policies and procedures of personnel functions and service delivery and documentation processes to improve the performance levels of employees through exposure to job knowledge and abilities necessary to perform the work and meet established performance standards.

Identifies and resolves problems involving the completion and submission of personnel and/or position action forms to existing computerized human resources/personnel information systems to process a variety of transactions or generate reports.

Explains and applies personnel rules, policies, and other directives of the State of Nebraska and the employing agency to inform agency employees, other state employees, and the public on the purpose and requirements of these regulations.

Discusses identified personnel related problems and/or issues with agency supervisors and staff and/or other State employees to seek or provide assistance in the evaluation and resolution of a variety of difficulties in processing personnel documents, applications, and transactions.

Compiles data and prepares personnel project/work activity reports to provide agency managers supervisors, and staff with information necessary for making decisions on the status and impact of workload, budgeting, and staffing for services provided.

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Writes memoranda or correspondence to agency or other officials, or the public to provide or request information pertinent to the preparation and processing of personnel documents, applications, and transactions or to the application of personnel rules, policies, and procedures.

Develops and suggests more effective procedures or processes for organizing and accomplishing work to attain efficient use of time, staff, equipment.

Compiles/calculates and summarizes data regarding from personnel documents and records to provide to agency managers and/or the immediate supervisor and to prepare required projects or reports.

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

Knowledge of: grammar, spelling, punctuation, and composition for purposes of recognizing and correcting errors in correspondence, reports, and other written documents; office/administrative support practices and equipment; the relationship of personnel rules, procedures, and processes and other regulations governing personnel functions; the terminology and practices used to process personnel documents, forms, and transactions; personnel forms and procedures used in evaluating applicants, establishing employee status relevant to program coverage, and processing employee or applicant related actions and requests.

Ability to: apply work instructions and personnel rules, policies, and procedures; communicate in person, and by telephone, computer, email, and correspondence with agency and other State employees, and the public to exchange factual information and explain rules and policies; set personal work priorities and schedule personal work time; calculate solutions to mathematical problems; compile and organize statistical data and written material; explain to agency staff and others current personnel issues facing the employing agency; evaluate and suggest changes to technical/office support practices; prepare regular and special reports pertinent to personnel transactions and program activities from source documents and records; elicit information from employees/applicants through interviews or written correspondence; plan, assign, and coordinate the work of other technical/office support staff; instruct technical/office support staff on agency and State Personnel rules, policies, and procedures and state labor contracts; learn the procedures of the State Personnel System; learn the employing agency's organizational structure and its administrative and personnel policies; learn features and record keeping and processing requirements of the State's computerized human resources/personnel, payroll, and benefits information system.

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

One year of experience in a personnel/human resources or payroll/benefits office or program with primary responsibility for one of the following: determining the acceptability of a personnel related transaction, application, document, or request using established criteria, guidelines, or standards; explaining the purpose and requirements of personnel rules, policies, and procedures; or identifying and developing solutions to procedural problems.

SPECIAL NOTES:

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).