

**DESCRIPTION:** Under general supervision, coordinates activities and provides services, information, and advice on personnel issues and transactions, State personnel rules and labor-management agreements and contracts, and state and federal employment laws. May supervise assigned technical and support level staff but typically would not supervise supervisory or professional level staff. Technical direction is typically received from a senior administrative official of the employing agency and/or representatives of the State Personnel or Employee Relations programs; 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 professional/supervisory classification level in the Personnel Generalist class series. Positions at this level serve as the senior personnel official providing and coordinating the full scope of personnel programs, functions, and related processes for an agency generally having 100 or fewer employees with some dispersion statewide of its operations and jobs, OR serve as a functional specialist or work leader providing and coordinating standardized services, operations, and activities within one or more personnel programs or functions for an agency generally having wide diversity in jobs located at a state facility or dispersed statewide. Positions report to a higher-level personnel official, or division or executive director of the employing agency, who has final authority to determine personnel goals and policies and approve recommendations and proposed actions.

**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.)

Recruits, interviews, and screens applicants for the employing agency; applies established hiring evaluation criteria during the screening of applicants; trains managers and supervisors in interviewing techniques; writes ads for newspapers and contacts various employment/labor sources to locate applicants; conducts external recruitment activities, including attending job fairs.

Develops, coordinates, and presents orientation material to new employees; explains State Personnel rules, labor contracts, the employing agency's personnel policies, and the State's insurance, retirement, and benefits package; conducts training to explain these matters to agency employees.

Answers questions and explains laws, State Personnel rules, labor contracts, employing agency's personnel policies and procedures, and terms of State health insurance, leave, and other benefits to employees and supervisors; writes memos on personnel matters and drafts; and revises the employing agency's personnel policies.

Coordinates the payroll and benefits programs, functions, or processes (which include workers compensation, unemployment insurance, and safety-health activities) to ensure compliance with State Personnel rules, labor-management agreements and contracts, and administrative procedures.

Coordinates the employing agency's employee performance evaluation programs, functions, or processes; distributes evaluation forms and instructions to supervisors; explains procedures and answers questions; meets with agency supervisors and employees to resolve differences of opinion.

K17121 – PERSONNEL OFFICER (continued)

Directs, trains, counsels, and evaluates assigned technical or support level employees to determine and adjust the allocation of staff resources and specific work assignments to improve their job performance, exchange information, explain work practices, and resolve work problems.

Collects information on, identifies causes of, and offers suggestions on disposition of grievances and disciplinary actions; explains the employing agency's grievance and disciplinary procedures to agency supervisors and employees; participates at grievance hearings and assists senior management or other personnel officials of the employing agency in preparation of grievance/disciplinary responses.

Instructs employees on personnel/employment laws, and State Personnel rules, labor contracts, with technical direction and final interpretation from higher-level employing agency, State Employee Relations, State Personnel, or legal officials. Topics can include labor relations, employee conflicts or personal problems, salary administration, working conditions, and record keeping discrepancies.

Monitors or oversees the employing agency's equal employment opportunity and diversity programs, functions, processes, and activities including record keeping and report preparation.

Monitors staffing levels; prepares organizational charts, and work activity and statistical reports; provides suggestions on workforce requirements and personal services budget requests; monitors the personal services portion of the employing agency's budget.

Obtains, reviews, and processes job descriptions for potential actions; discusses actions with supervisors and managers to ensure compliance with labor-management agreements and contracts and state personnel rules; explains classification policies and procedures to employees; coordinates classification and compensation activities.

Coordinates various employee/personnel related activities such as job safety/health activities, employee contribution/fund drive campaigns, and employee recognition/suggestion award events.

Represents the employing agency at various personnel and other conferences, task force meetings, and informational seminars.

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

Knowledge of: personnel practices, procedures and terminology; recruitment, interviewing, and hiring practices; the goals and requirements of record maintenance and confidentiality; federal personnel/employment laws; standard personnel, payroll, benefits, and related budgeting practices, forms, and requirements; standard employee/job safety and health practices; general labor/employee-management relations requirements and practices.

Ability to: interact with others under stressful situations to address their problems; communicate in person, and by telephone, computer, email, and correspondence with the supervisor and agency employees, government officials, and the public to exchange technical information and explain available courses of action; perform basic arithmetic operations and calculate proportions and decimals; interpret a variety of instructions furnished in various formats; use judgment to apply broader aspects of established practices and procedures to problems and situations not falling clearly or precisely within the limitations of established standards or precedents; adapt and modify methods or standards to meet variations in controlling situations; use standard office equipment, personal computers, software applications, printers, and related peripheral equipment; exercise judgment, decisiveness, and creativity to handle situations involving evaluation of information against sensory or judgmental criteria; recognize and identify similarities and differences in data/information, persons, places, and things; use a variety of advisory data and information such as that associated

with personnel procedures, policies, methods, explanations, guidelines, laws, and operation manuals; coordinate and assess the effectiveness of personnel functions such as payroll, recruitment, benefits, insurance, retirement, and workers compensation activities; coordinate the investigation of or the response to grievances, disciplinary actions, employee complaints, inquiries, and the reporting of findings to supervisors and managers; interpret diverse personnel/employment policies, rules, and laws; perform mid-level analysis with discretion in determining and referencing such inquiries to established criteria to define consequences and develop alternatives; apply principles of rational systems to implement practical relationships; deal with a variety of variables in situations where only limited standardization exists; learn State employment statutes, personnel rules, and labor contracts; learn the personnel programs and practices, and structure and functions, of the employing agency.

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

Two years of experience performing human resource/personnel work such as recruiting and orientating new employees; processing personnel/payroll transactions and maintaining related databases; or processing or assisting with grievances, disciplinary actions, and related fact-finding.

OR

One year of coursework or training in human resource management, personnel administration, or employee/labor relations, or other administrative discipline with emphasis in human resource management, personnel administration, or employee/labor relations.

**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).