

DESCRIPTION: Under limited supervision, provides program information, analyses, and recommendations on personnel issues and decisions, state personnel rules and labor contracts, and state and federal laws; and coordinates and integrates assigned personnel programs, functions, or processes. May supervise professional, technical level, and other staff. Technical direction or final approval typically is received from a higher-level personnel official within the agency or a state personnel or employee relations official. The higher level agency official has final authority to determine personnel goals and policies and/or approve recommendations and proposals; performs related work as required.

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

This is the second professional/supervisory level in the personnel-generalist class series. Positions in this class serve as the primary subject matter expert for one or more personnel areas applying in-depth knowledge of personnel principles and laws to complex, sensitive, and unprecedented issues, situations, or problems involving controversy or litigation for an entire agency, OR serve as the supervisor of assigned professional level and other staff within one or more personnel programs, functions, or processes requiring independent interpretation/application of laws and regulations, OR serve as the coordinator of the full scope of personnel programs, functions, or processes in a geographic area. Position reports to a higher-level personnel official of the agency.

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.)

Develops, coordinates, and oversees an organization's overall employment services, operations and activities; recruits, interviews and screens applicants; proposes and applies criteria to use in selecting employees and makes referrals/recommendations to the hiring supervisor; trains managers and supervisors in interviewing techniques; writes ads for newspapers and contacts various employment/labor sources to locate applicants; develops and oversees external recruitment strategies.

Develops, coordinates, and oversees an organization's overall classification and compensation services, operations, and actions; obtains, reviews, and processes job descriptions or salary survey data for potential actions; discusses actions with supervisors and explains regulations to employees to ensure compliance with state personnel rules and labor contracts, organization wide personnel policies and state personnel practices; participates in system-wide classification studies.

Instructs/advises managers, supervisors, and employees on personnel/employment laws, state personnel rules and labor contracts, with technical guidance or final interpretation from higher-level organizational, state personnel, or legal officials. Topics may include labor problems, employee conflicts and personal problems, salary inequities, working conditions, and record discrepancies.

Investigates problems, mediates conflicts, and advises senior management officials on disposition of grievances and disciplinary decisions and actions; collects and summarizes information and offers recommendations to managers and supervisors concerning topics and impact of outcomes of labor contract negotiations.

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Explains state and organizational grievance and disciplinary procedures to managers, supervisors and employees; attends grievance hearings; guides senior management officials or other personnel officials in preparation of grievance responses; monitors the status of all potential and actual employee disciplinary actions and reviews related circumstances and provides advice to senior management officials.

Develops processes and oversees orientation of new employees; explains state's insurance, retirement, and benefits package, state personnel rules and labor contracts, and organization wide personnel policies; conducts training to instruct employees in these matters.

Answers questions and explains interpretations of personnel/employment laws, state personnel rules and labor contracts, and terms of health insurance, leave and other benefits to employees and supervisors; writes memos on personnel matters and drafts and revises organization personnel policies.

Develops and oversees the organization's performance evaluation programs, functions or processes and associated policies and forms; explains objectives, answers questions, distributes material and assists in development of performance criteria; meets with supervisors and employees to resolve differences of opinion.

Oversees and coordinates the payroll and benefits programs, functions, or processes (which includes workers compensation, unemployment insurance, and safety/health activities) to ensure compliance with labor contracts and administrative/personnel rules and confidentiality practices.

Develops and oversees the organization's equal employment opportunity and affirmative action programs, functions, or processes and related non-discrimination activities, records, and reports to ensure compliance and confidentiality; monitors and investigates any complaints filed and illegal actions alleged; recommends solutions and settlement options to others; evaluates data used in equal employment opportunity charge rebuttals.

Monitors staffing levels, prepares organizational charts, work activity and statistical reports; assesses workforce needs and requirements and personal services budget requests; monitors the personal services portion of the budget; maintains seniority lists and other applicable labor relations information.

Develops and presents in-depth training to senior management officials, managers, and supervisors on personnel, equal employment opportunity and affirmative action, and labor/employee-management relations topics, and labor contract provisions.

Directs, trains, counsels, and evaluates assigned staff maintaining and handling various personnel documents and/or coordinating other personnel management related activities to improve their work performance, exchange information, explain work policies, and resolve work problems.

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

Represents the organization at personnel conferences, task force meetings, administrative and other hearings, and informational seminars.

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

Knowledge of: personnel practices, procedures, and terminology; state and federal personnel/employment laws; recruitment, interviewing, and hiring practices; objectives, practices, and automated and manual processes used in personnel/payroll records maintenance and in ensuring confidentiality of information; personnel, payroll, and benefits practices; state personnel rules and labor contracts; mission, programs, functions, and structures of the organization; goals and requirements of records maintenance and confidentiality; labor/employee-management relations terminology and practices; state payroll, budget, and accounting forms, procedures, and requirements; equal employment affirmative action, and related discriminatory laws and regulations; employee/job safety and health regulations and practices; employee training and development practices.

Ability to: deal effectively with others under stressful situations to address their problems; interview and evaluate applicants and employees; communicate orally, in writing and by listening to employees, supervisors and managers at all levels of the organization to exchange technical information, persuade them to accept courses of action, and explain the intent of decisions made; identify causes and analyze circumstances of human relations situations; read, comprehend, and interpret a variety of advisory data and information such as personnel policies, explanations, guidelines, laws and operational manuals; perform basic arithmetic operations and calculate proportions and decimals; use judgment to apply factual background and fundamental principles in developing approaches and techniques for the solution of problems; exercise judgment, decisiveness, and creativity in dealing with situations involving the evaluation of information against sensory or judgmental criteria and involving the direction, control, and planning of an entire program function; recognize and identify the degree or other value of similarities or differences between individual characteristics; perform moderately coordinated movements to accomplish simple movements and pressures in accordance with visual stimuli; lift, carry, push, or pull light weight (5-10 pounds) in sedentary to light work; identify staffing needs and patterns for work units being developed or realigned; write complete and accurate job descriptions while having limited knowledge of the job tasks; advise senior management officials, managers, and supervisors on administrative/legal options and constraints concerning personnel matters; mediate conflicts and propose solutions to employee conflicts to relieve potential grievances/litigation or morale problems; coordinate the investigation of grievances; disciplinary actions, complaints, inquiries and the reporting of findings to management; perform mid to upper level analysis with discretion in determining time, place, and sequence of operations within an organizational framework; implement decisions based on time, place, and sequence and oversee their execution; assist people in working out objectives, plans, and guidelines for the implementation of such factors; assign, supervise, and evaluate the work of assigned staff; apply principles of rational systems to implement practical relationships; deal with a variety of concrete variables in situations where only limited standardization exist; demonstrate dependability and initiative in dealing with environmental factors that may cause stress.

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

Bachelor's degree in personnel management, business administration, public administration, or office/administrative management or related area and one year of experience performing or coordinating personnel activities.

OR

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Experience coordinating or performing highly responsible personnel/human resource 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).