

DESCRIPTION: Under limited supervision to administrative direction, provides program advice and recommendations on human resources/personnel goals, policies, and decisions for an employing agency and interprets and applies agency or facility-wide human resources/personnel policies, State personnel rules, and labor-management contracts, and State and federal laws and regulations to personnel related questions and problems and general conditions and issues. Typically will supervise assigned professional level and, as needed, other staff. A higher level personnel official or division director within the employing agency has final authority to approve human resources/personnel goals, policies, and decisions; 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 professional/supervisory classification level in the Personnel Officer/Manager class series. Positions at this level serve as the principal personnel official managing the human resources/personnel management operations and supervising assigned employees in an agency with 100 to 400 employees located statewide in multiple offices and/or facilities OR serve as a principal personnel official managing multiple human resources/personnel programs, functions, or processes and assigned staff for an entire agency with 1500 or more employees OR serve as the principal personnel official managing the full service operations and assigned employees of a branch personnel office providing services to institutional/residential facilities and surrounding service area offices. Positions report to a higher-level personnel official, a division director, a chief facility director, or the executive director 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.)

Plans the structure and directs the administration of an employing agency's human resources/personnel programs, functions, or processes to include the development of policies, procedures, criteria, forms and reports and the investigation of requests and complaints filed and compliance of decisions and actions with personnel regulations.

Answers questions from management and applies interpretations of state and federal personnel/employment laws, State personnel rules and labor-management contracts, and the terms of health insurance, leave, and other benefits to resolve varied employee-management relations situations.

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

Advises senior agency management officials, supervisors, and employees on personnel/employment rules, policies, procedures, and labor-management contracts with administrative review or technical assistance from higher-level organizational, State personnel or employee relations representatives, or legal advisors. Topics may include labor-management problems, employee conflicts and personal problems, salary inequities, working conditions, and record discrepancies.

Directs the employing agency's or facility's payroll and benefits functions and supervises assigned employees who prepare and sign forms setting up payroll records and changing the status of employees.

Investigates problems, mediates conflicts, and advises senior agency management officials, managers, and supervisors on disposition of grievances and disciplinary actions; provides interpretations of and applies State rules and labor-management contract provisions to the circumstances; participates at administrative or grievance hearings.

Explains grievance procedures to employees, supervisors, and managers; guides the employing agency's executive director and senior managers or facility directors 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.

Monitors staffing levels, and prepares organizational charts, 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-management relations information.

Collects and summarizes labor/employee-management relations information; serves as the employing agency's liaison to a higher-level personnel official or the State Employee Relations Administrator; attends State labor-management contract negotiating sessions.

Oversees the development and presentation of staff development/training material to employees on personnel, labor/employee-management relations topics; explains state's insurance, retirement, benefits package, State personnel rules and labor-management contracts and agency or facility-wide human resources/personnel policies; oversees the development and presentation of orientation material for new employees and training activities that instructs employees in job safety training.

Designs and evaluates, in a team setting, human resource information systems, job design and work force analysis, or other structural and operational planning activities to ensure overall effectiveness of the agency's or facility's programs and policies.

Oversees and coordinates the employee/job safety and health function and other employee/personnel related activities such as employee contribution/fund drive campaigns, and employee recognition/suggestion award events.

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

Knowledge of: human resources/personnel practices, procedures and terminology; State personnel rules and labor-management contracts; state and federal personnel/employment laws; recruitment, interviewing and hiring practices; functions and structures of the employing agency; the goals and requirements of record maintenance and confidentiality; labor relations terminology and practices; state benefits program and personnel/payroll forms and procedures; State payroll, budget, and accounting procedures; employee/job safety and health regulations and practices; the mission, goals, functions, and administrative processes of the employing agency or facility; the impact of the human resources/personnel management mission on programs, services, and entities of the employing agency; the employing agency's culture and overall expected outcomes of its human resources/personnel management program.

Ability to: interview and evaluate applicants and employees; deal effectively with others under stressful conditions to address their problems; communicate with employees, supervisors, and managers at all levels of the employing agency to exchange judgmental and advisory information, persuade them to accept courses of action, and explain the intent of decisions made; identify staffing needs and patterns for work units being developed or realigned; write and evaluate the completeness and accuracy of job descriptions while having limited knowledge of the job tasks; advise the agency head or facility director and senior agency management officials concerning human resources/personnel matters; interview and evaluate applicants and employees; analyze problems regarding employee conflicts to relieve potential grievances or morale problems; research or investigate grievances, complaints, and inquiries and communicate findings to senior agency management officials; comprehend and interpret various advisory data and information such as personnel policies, explanations, guidelines, laws and operational manuals; perform arithmetic operations and calculate proportions and decimals; apply principles of influence systems to implement practical relationships; deal with a variety of concrete variables in situations where only limited standardization exists; use judgment to apply factual background and principles in developing approaches and techniques for the solution of problems; exercise judgment, decisiveness, and creativity in situations involving direction, control, and planning of an entire program and where the impact of errors may affect broader aspects of the employing agency or facility; recognize and identify the degree or other value of similarities and differences between individual characteristics; respond to changes in the values, directions, and priorities of the employing agency's mission and strategic plans; 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; perform mid to upper analysis with discretion in determining time, place, sequence of operations within an organizational framework; implement decisions based on time, place, and sequence and oversee their execution; manage and direct a large group of employees; demonstrate dependability and initiative in dealing with environmental 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, business or public administration, or a related field, and three years of progressively responsible personnel/human resources administration experience in a supervisory, administrative or managerial capacity.

OR

Additional years of progressively responsible experience in personnel/human resources administration or a related area may substitute for the Bachelor's degree requirement on a year for year basis.

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).