

PERSONNEL

Broad Occupational Category - 17

DUTIES AND RESPONSIBILITIES

- *Provides guidance on State Personnel rules, labor contracts, and HR policies.*
- *Maintains accurate personnel files, employment records, and HR databases.*
- *Advises managers and employees on conflict resolution, disciplinary actions, and performance issues.*
- *Explains HR policies, rules, procedures, and benefit options.*
- *Processes payroll and benefits transactions accurately and timely.*
- *Screens applications and assesses applicant qualifications against job standards.*
- *Reviews HR transactions and documents for accuracy and appropriateness.*
- *Provides coaching on leadership, organizational changes, succession planning, and talent management.*
- *Develops, implements, and updates HR policies and procedures.*
- *Ensures agency HR practices comply with state/federal laws and labor agreements.*
- *Develops and posts job advertisements for various channels (newspapers, job boards, social media).*
- *Provides guidance to managers on payroll and benefit compliance, classification and compensation issues, interviewing and selection processes.*
- *Participates in grievance investigations and prepares responses.*
- *Coordinates HR teams to meet agency objectives.*
- *Builds and maintains talent pipelines for current and future vacancies.*

NEBRASKA

Good Life. Great Service.

COMPETENCIES

- **Customer Focus** - Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Integrity and Trust** - Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
- **Ethics and Values** - Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.
- **Conflict Management** - Steps up to conflicts, seeing them as opportunities; reads situations quickly; good at focused listening; can hammer out tough agreements and settle disputes equitably; can find common ground and get cooperation with minimum noise.
- **Problem Solving** - Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Written Communications** - Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.
- **Dealing With Ambiguity** - Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
- **Composure** - Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

- **Comfort Around Higher Management** - Can deal comfortably with more senior managers; can present to more senior managers without undue tension and nervousness; understands how senior managers think and work; can determine the best way to get things done with them by talking their language and responding to their needs; can craft approaches likely to be seen as appropriate and positive.
- **Compassion** - Genuinely cares about people; is concerned about their work and non-work problems; is available and ready to help; is sympathetic to the plight of others not as fortunate; demonstrates real empathy with the joys and pains of others.
- **Listening** - Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
- **Time Management** - Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.
- **Decision Quality** - Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- **Interpersonal Savvy** - Relates well to all kinds of people, up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.
- **Organizational Agility** - Knowledgeable about how organizations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of organizations.

SMART Goal Prompting Questions

Provides guidance on State Personnel rules, labor contracts, and HR policies

- What actions could you take to improve the accuracy, consistency, or timeliness of guidance provided on personnel rules, labor contracts, and HR policies?
- How will you measure success, such as fewer repeat questions, faster response times, improved customer feedback, or fewer policy-related errors?
- What reference materials, job aids, training, or knowledge-management tools could strengthen the guidance you provide?
- How does accurate and consistent personnel guidance support managers, employees, and compliance with state requirements?
- By what date or review period will you aim to improve your ability to provide personnel guidance?

Maintains accurate personnel files, employment records, and HR databases

- What steps could you take to improve the accuracy, completeness, organization, or timeliness of personnel records and HR databases?
- How will you measure success, such as fewer data errors, reduced corrections, improved record completeness, or faster retrieval of information?
- What quality-control procedures, database tools, checklists, or auditing practices could strengthen record management?
- How do accurate personnel records support effective HR operations, employee service, and legal compliance?
- By what date or audit cycle will you aim to improve personnel recordkeeping practices?

Advises managers and employees on conflict resolution, disciplinary actions, and performance issues

- What strategies could you use to improve the effectiveness, consistency, or timeliness of guidance provided during employee relations matters?
- How will you measure success, such as faster resolution of issues, improved documentation, fewer escalations, or positive feedback from managers and employees?
- What conflict-resolution techniques, policy resources, training, or consultation practices could strengthen your approach?
- How does effective employee relations guidance support a fair, productive, and accountable workplace?
- By what date or evaluation period will you aim to improve your employee relations practices?

Explains HR policies, rules, procedures, and benefit options

- What actions could you take to make HR information easier for managers and employees to understand and apply?
- How will you measure success, such as fewer repeat questions, improved understanding, reduced processing errors, or customer feedback?
- What communication tools, guides, presentations, or other resources could improve how HR information is explained?
- How does clear communication of HR policies and benefits support informed employees and consistent application of requirements?
- By what date or communication cycle will you aim to improve the delivery of HR information?

Processes payroll and benefits transactions accurately and timely

- What steps could you take to improve the accuracy, timeliness, or efficiency of payroll and benefits transactions?
- How will you measure success, such as fewer processing errors, reduced correction requests, or improved transaction turnaround times?
- What checklists, quality-control procedures, system features, or reconciliation practices could strengthen transaction processing?
- How does accurate and timely payroll and benefits processing affect employee confidence and agency operations?
- By what payroll or benefits cycle will you aim to improve transaction processing?

Screens applications and assesses applicant qualifications against job standards

- What strategies could you use to improve the accuracy, consistency, or efficiency of applicant screening and qualification reviews?
- How will you measure success, such as reduced processing time, fewer qualification errors, or more consistent application of job standards?
- What screening tools, reference materials, checklists, or training could strengthen the qualification assessment process?
- How does consistent applicant screening support fair hiring practices and selection of qualified candidates?
- By what recruitment cycle will you aim to improve the application screening process?

Reviews HR transactions and documents for accuracy and appropriateness

- What actions could you take to improve the quality and consistency of reviews of HR transactions and documentation?
- How will you measure success, such as fewer errors identified after processing, reduced corrections, or faster review times?

- What checklists, quality-control procedures, system reports, or peer-review practices could strengthen your review process?
- How does thorough review of HR transactions support accurate records, compliance, and effective personnel administration?
- By what review cycle or date will you aim to improve HR transaction and document review practices?

Provides coaching on leadership, organizational changes, succession planning, and talent management

- What steps could you take to strengthen the coaching and guidance provided to managers on leadership and talent-management issues?
- How will you measure success, such as increased participation, improved manager confidence, completed succession plans, or positive feedback?
- What coaching techniques, development resources, assessment tools, or best practices could strengthen your support?
- How does effective HR coaching contribute to leadership development, workforce readiness, and organizational continuity?
- By what date or development cycle will you aim to improve your coaching practices?

Develops, implements, and updates HR policies and procedures

- What actions could you take to improve the clarity, effectiveness, consistency, or accessibility of HR policies and procedures?
- How will you measure success, such as reduced policy questions, improved compliance, fewer process errors, or faster implementation?
- What research, stakeholder feedback, process reviews, or benchmarking could help strengthen HR policies and procedures?
- How do effective HR policies support consistent practices, employee understanding, and organizational compliance?
- By what date or policy review cycle will you aim to develop or improve an HR policy or procedure?

Ensures agency HR practices comply with state/federal laws and labor agreements

- What strategies could you use to strengthen monitoring and compliance with applicable laws, regulations, and labor agreements?
- How will you measure success, such as fewer compliance issues, successful reviews, reduced findings, or improved documentation?
- What compliance checklists, training, legal updates, audits, or monitoring processes could strengthen HR compliance?

- How does effective HR compliance protect the agency and employees while supporting fair and consistent employment practices?
- By what date or compliance review cycle will you aim to improve HR compliance practices?

Develops and posts job advertisements for various channels

- What actions could you take to improve the clarity, reach, consistency, or effectiveness of job advertisements?
- How will you measure success, such as increased qualified applicants, reduced vacancy periods, or improved applicant response rates?
- What recruitment platforms, communication strategies, templates, or data could help improve job advertising?
- How does effective job advertising support recruitment of qualified candidates and a strong public-sector workforce?
- By what recruitment cycle will you aim to improve job advertisement practices?

Provides guidance to managers on payroll and benefit compliance, classification and compensation, interviewing and selection

- What steps could you take to improve the consistency, clarity, or timeliness of guidance provided to managers on HR processes?
- How will you measure success, such as fewer errors, reduced repeat questions, faster processing, or improved manager confidence?
- What manager resources, training, reference guides, or consultation practices could strengthen the guidance you provide?
- How does effective HR guidance help managers make informed, compliant, and consistent employment decisions?
- By what date or training cycle will you aim to improve manager support in these areas?

Participates in grievance investigations and prepares responses

- What strategies could you use to improve the thoroughness, timeliness, objectivity, or documentation of grievance investigations?
- How will you measure success, such as reduced investigation timelines, complete documentation, or improved consistency of responses?
- What investigation procedures, interview techniques, documentation tools, or legal and policy resources could strengthen your work?
- How does a thorough and impartial grievance process support fairness, employee trust, and organizational accountability?
- By what date or investigation cycle will you aim to improve grievance investigation practices?

Coordinates HR teams to meet agency objectives

- What actions could you take to improve communication, workload coordination, collaboration, or accountability across HR teams?
- How will you measure success, such as improved completion of priorities, reduced backlogs, faster service delivery, or increased team satisfaction?
- What project-management tools, team communication practices, performance measures, or workflow processes could strengthen coordination?
- How does effective HR team coordination support agency priorities and consistent service to managers and employees?
- By what date or operational cycle will you aim to improve HR team coordination?

Builds and maintains talent pipelines for current and future vacancies

- What strategies could you use to strengthen the development and maintenance of qualified candidate pipelines?
- How will you measure success, such as increased qualified candidates, reduced time-to-fill, improved recruitment reach, or stronger candidate retention?
- What outreach methods, partnerships, recruitment events, talent databases, or workforce data could strengthen talent-pipeline development?
- How does maintaining a strong talent pipeline support workforce continuity and the agency's ability to fill critical positions?
- By what date or recruitment cycle will you aim to establish or improve a talent pipeline?