



Career Service Authority

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Associate Human Resources Professional

GENERAL STATEMENT OF CLASS DUTIES

Performs intermediate level professional human resources work in a major functional area(s) such as: classification, compensation, recruitment and selection, training, and/or employee relations or acts as a human resources generalist on moderately complex assignments and receives supervision on more complex assignments.

DISTINGUISHING CHARACTERISTICS

This class performs intermediate level professional human resources work in a major functional area(s). This class is distinguished from the Senior Human Resources Professional that performs full performance level professional, technical, and administrative human resources work in a major functional area(s) such as: classification, compensation, benefits administration, training and organizational development, and/or recruitment and selection or acts as a human resources generalist. The Associate Human Resources Professional is also distinguished from the Staff Human Resources Professional that performs entry level professional human resources work while receiving training in the principles, practices, procedures, and laws of human resources methods and techniques, works under close supervision, and as the employee gains experience, assignments expand in complexity and scope.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

Performs no supervisory duties.

ESSENTIAL DUTIES

The essential duties section is divided into two categories: 1) general duties that are applicable to all Associate Human Resources Professionals and 2) specific duties applicable to a functional area or discipline. The specific functional areas or disciplines include: classification, compensation, benefits administration, recruitment and selection, training and organizational development, and human resources generalist duties. The duties performed by incumbents may be described in more than one specific area.

Associate Human Resources Professional duties for all disciplines

Performs a variety of routine analytical, technical, and administrative human resources functions and interprets and explains human resources laws, policies, rules, and procedures to employees, supervisors, and managers regarding human resources matters.

Explains federal laws (the Americans with Disabilities Act, Family Medical Leave Act, Equal Employment Opportunity/Affirmative Action), Career Service rules, administrative regulations, memoranda of understanding, the Pay Ordinance, and other human resources policies and procedures to supervisors, and employees.

Conducts routine studies/projects on various human resources topics, compiles supporting data to document methodology, and writes reports on findings.

Demonstrates continuous effort to improve operations, decrease turnover times, streamline work processes, and work cooperatively and jointly to provide quality customer service.

Performs other related duties as assigned.

Benefits Administration

Participates in ensuring that regulations and internal policies and procedures regarding COBRA insurance, the flexible benefits plan, deferred compensation, transit pass, and other laws/policies are followed and explained to employees.

Stays current with changes in related laws, employee benefit issues, and compliance issues and ensures that procedures are updated to include required changes.

Establishes and maintains effective working relationships with multiple benefit plan vendors and serves as a liaison between employees and providers in order to handle non-routine questions, resolve problems and misunderstandings, enter emergency enrollment changes, and coordinate the required flow of information and documentation.

Performs benefits billing by identifying the amount the city owes each benefit carrier monthly against the carriers' bill and researches billing discrepancies by reviewing employee records and benefit status changes.

Assists with COBRA billings to employees and reconciles accounts.

Reconciles premium contributions between city billing and vendor exception reports and works with the Controller's Office to audit and balance accounts to the general ledger.

Institutes and maintains processes for the work unit and develops tracking systems for various benefit programs.

Classification

Conducts individual position audits by gathering information from involved parties, analyzes collected data, prepares written reports including recommendations, presents recommendations to the Peer Review Committee for approval, and notifies department personnel and employee(s) of approved recommendations.

Conducts small, single department/agency classification studies, collaborates with department/agency personnel to outline classification issues, determines methodology for collecting data, researches problem areas and analyzes data, develops recommendations, and implements approved classification recommendations.

Writes new or revises class specifications, shares information with Compensation staff in order to determine pay grades for new or revised classes, and prepares and presents justifications for proposed changes.

Determines the appropriate classification for new or modified positions within departments and agencies by reviewing the duties and responsibilities assigned to the position and verifying the appropriate level of education and experience required for performance of assigned duties.

Compensation

Conducts routine compensation studies and assists with large or complex compensation studies which includes evaluating study requests from departments and agencies, collecting and analyzing data from third party survey sources or designing and conducting custom surveys, preparing and presenting compensation recommendations, and implementing approved recommendations.

Completes third party compensation and benefit surveys which includes ensuring appropriate job matches; researching, compiling, and analyzing pay and pay practice data, and responding to questions from other organizations about pay and pay practices.

Interprets, explains, and provides guidance to managers and other human resource professionals on the city's pay practices and local, state, and federal regulations, reviews and approves pay requests that require approval by the personnel director, and ensuring compliance with Career Service Rules and compensation best practices.

Develops forecasts, models, and trend analyses to detail the cost to implement classification and compensation studies and forecast compensation trends in the market and makes recommendations on changes to compensation policy and practices, when applicable.

Investigates and responds to unemployment insurance claims by identifying and contacting the appropriate agency staff to collect the necessary information for claims responses.

Informs and advises city agencies on unemployment insurance regulations and procedures, prepares agency supervisors and managers to testify in unemployment appeal hearings, prepares and submits documents for evidence, and serves as employer representative in unemployment insurance appeal hearings with the Colorado Department of Labor and Employment.

Collects and analyzes pay data and makes recommendations to establish Prevailing Wage rates in accordance with the Denver Revised Municipal Code.

Human Resources Generalist Duties

Assists managers, supervisors, and employees on employee relations issues and disciplinary/grievance processes to ensure compliance with the rules, policies, and procedures.

Assists with the resolution of disputes and develops solutions to problems between employees and supervisors/managers using a variety of resolution approaches.

Advises managers, supervisors, and employees on employee relations issues and disciplinary/grievance processes to ensure compliance with the rules, policies, and procedures.

Explains and provides information on the Americans with Disabilities Act, Family Medical Leave Act, Equal Employment Opportunity/Affirmative Action, and other programs to employees, managers, and supervisors.

Recruitment and Selection

Coordinates and conducts the recruitment process for small agencies and creates a recruitment plan.

Drafts job announcements, advertisements, and other recruitment materials, reviews and screens applicants' qualifications based on education and experience requirements.

Responses to candidate questions, complaints, and appeals.

Administers examination schedules and outlines, administers tests to applicants, scores tests, and develops eligibility lists.

Ensures that all of the phases of recruitment and selection comply with applicable federal, state, and local laws, regulations, and guidelines and CSA rules.

Training and Organizational Development

Applies the fundamental theories and practices of adult learning and organizational performance improvement in order to plan, implement, deliver, and evaluate training programs and employee development initiatives focused on departmental and/or city-wide needs.

Follows industry standard practices to assess training needs, and deliver management/employee development and training programs.

Modifies training materials and delivery as directed by management.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Personnel and Human Resources – Knowledge of hiring, classification, benefits, labor relations, negotiation, and federal, state and local employment regulations.

Reading – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Writing – Recognizes and uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information which may include technical material that is appropriate for the intended audience.

Self-Management – Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication – Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Decision Making – Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish program goals, and causes change.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Customer Service – Works with customers to assess needs, provide assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Technical Competence – Uses knowledge that is acquired through formal training and extensive on-the-job experience to perform one's job, works with, understands, and evaluates technical information related to the job, and advises others on technical issues.

Influencing/Negotiating – Persuades others to accept recommendations, cooperate, or change their behavior, works with others towards an agreement, and negotiates to find mutually acceptable solutions.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Integrity/Honesty – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Organizational Awareness – Knows the organization's mission and function and how its social, political, and technological systems work and operates effectively with them including the program, policies, procedures, rules and regulation of the organization.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Technology Application – Uses machines, tools, instruments, and/or equipment effectively and uses computer applications to analyze and communicate information in the appropriate format.

Learning – Uses efficient learning techniques to acquire and apply new knowledge and skills and uses training, feedback, or other opportunities for self-learning and development.

Teaching Others – Helps others learn through formal or informal methods, identifies training needs, provides constructive feedback, coaches others on how to perform tasks, and acts as a mentor.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Education Requirement:

Bachelor's Degree.

Experience Requirement:

One year of professional human resources experience. (Some positions may require experience in a specific human resources area.)

Education/Experience Equivalency:

Additional appropriate experience may be substituted for the minimum education requirement.

Licensure and/or Certification:

By position, requires a valid driver's license.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 2/16/2007

REVISED DATE: Patricia Anderson

REVISED BY: 08/08/2010

CLASS HISTORY

2/2007 - This is a new class. This class replaces the Associate Personnel Analyst and the Agency Personnel Analyst.

5/2009 – An essential duty was added that describes professional work in the Benefits Unit.

8/2010 – In the Essential Duties Section, Human Resources disciplines and duties were categorized. Now there are categories that describe duties in the following disciplines: classification, compensation, benefits administration, training and organizational development, recruitment and selection, and human resources generalist.