



## Career Service Authority

# Human Resources Specialist

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### GENERAL STATEMENT OF CLASS DUTIES

Performs specialized, professional human resources work that includes acting as a subject matter expert in one or more functional areas of human resources on city-wide and/or department-wide issues and ensures that practices in the area(s) of specialization are consistent with legal and regulatory requirements, human resources best practices, and the city's strategic vision for human resources.

### DISTINGUISHING CHARACTERISTICS

This class performs specialized, professional human resources work. This class is distinguished from a 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 Human Resources Specialist is distinguished from the Human Resources Supervisor that performs professional and supervisory work over professional human resources staff engaged in performing a variety of human resources activities including classification, compensation, employee relations, training and organizational/employee development, recruitment, human resources generalist duties, and/or other related functions.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally in the form of stated objectives only, with issues and factors largely undefined, requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy, and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories, and concrete factors to be evaluated and weighed requiring a high degree of analytical ability, independent judgment, and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied, and simultaneous coordination of several functions, programs, or projects in various stages of completion.

#### ***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 of a remedial nature involving the resolution of problems and where some degree of discretion and judgment are required in carrying out a major program and/or function of the organization.

***Level of Supervision Exercised:***

By position, performs lead work.

By position, performs supervision over clerical and/or technical staff.

**ESSENTIAL DUTIES**

Acts as a subject matter expert in one or more disciplines of human resources and provides leadership, focus, and direction to departments/agencies in order to achieve city objectives related to the city's vision and priorities.

Serves as an internal consultant to solve operational performance issues, provides technical assistance to colleagues and/or managers, and ensures consistency and equity in both policy and practice.

Conducts unique, controversial, and/or complex projects/assignments with undefined parameters in order to resolve exceptionally sensitive, viable, and/or controversial issues and understands the broad implications and long-range impacts to the city and/or department.

Performs data collection and analysis pertaining to a broad range of complex human resources management related problems, issues, and situations and writes reports on recommended course of action.

Presents findings and recommendations to department managers and/or boards/commissions to gain support and approval of proposed recommendations and implementation strategies.

Cultivates, fosters, and maintains positive working relationships with managers, supervisors, employees, and other stakeholders to gain their cooperation and support in assigned projects/studies.

By position, performs lead work over professional human resources employee and/or supervises technical and clerical positions, provides guidance and technical support, and assists employees with difficult and/or unusual assignments.

Performs other related duties as assigned.

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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.

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**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.

**Vision** – Understands where the organization is headed and how to make a contribution, takes a long-term view, and recognizes opportunities to help the organization accomplish its objectives or move toward the vision.

**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.

**Planning and Evaluating** - Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

**Leadership** – Influences, motivates, and challenges others and adapts leadership styles to a variety of situations.

**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.

**Creative Thinking** – Uses imagination to develop new insights into situations, applies innovative solutions to problems, and designs new methods where established method and procedures are inapplicable or are unavailable.

**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.

**Leadership** – Influences, motivates, and challenges others and adapts leadership styles to a variety of situations.

**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.

**Attention to Detail** – Is thorough when performing work and conscientious about attending to detail.

**External Awareness** – Identifies and understands economic, political, and social trends that affect the organization.

**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.

**Administration and Management** – Knowledge of planning, coordination, and execution of business functions, resource allocation, and production.

**Flexibility** – Is open to change and new information, adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles, and effectively deals with ambiguity.

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

**Mathematical Reasoning** – Solves practical problems by choosing appropriately from a variety of mathematical and statistical techniques.

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

**Law and Government** – Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

**Stress Tolerance** – Deals calmly and effectively with high stress situations.

**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.

**Memory** – Recalls information that has been presented previously.

**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:***

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:***

Baccalaureate Degree in Business Administration, Public Administration, Human Resources Management, or a related field.

***Experience Requirement:***

Three years of professional human resources experience at the type and level of Senior Human Resources Professional. (Some positions may require experience in a specific human resources area.)

***Education/Experience Equivalency:***

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 2/1/2007

***REVISED DATE:*** 12/26/2010

**REVISED BY:** Patricia Anderson

**CLASS HISTORY** 2/2007 - This class was created.  
12/2010 – The class concept and the job responsibilities were broadened.