



Career Service Authority

Page 1 of 4

Staff Human Resources Professional

GENERAL STATEMENT OF CLASS DUTIES

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.

DISTINGUISHING CHARACTERISTICS

This class performs entry level professional human resources work while receiving training in the principles, practices, procedures, and laws of human resources methods and techniques. This class is distinguished from an Associate Human Resources Professional that 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. The Staff Human Resources Professional 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, recruitment and selection, training and organizational development, test development/validation, and/or employee relations or acts as a human resources generalist. Requires an advanced knowledge of public human resources concepts, methods, laws, practices, and procedures and a familiarity with organizational design, department/agency structure, and occupational characteristics.

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 general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

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

Level of Supervision Exercised:

No supervisory duties.

ESSENTIAL DUTIES

Receives on-the-job training on acceptable human resources methods and techniques in order to perform a variety of human resources work in such functional areas as classification, compensation, recruitment, employee relations, staffing, and/or training.

Attends training sessions to learn concepts, principles, practices and applications of human resources work, studies applicable rules and regulations, and receives instruction in the interpretation and application of appropriate laws, rules, regulations, and procedures.

Assists to professional human resources staff including classifying new positions, conducting audits, participating in the preparation on workforce plans, coordinating the employee selection process, coordinating and conducting the recruitment process, instructing and evaluating training programs, and assisting with employee relations issues.

Compiles data, conducts research on a variety of human resources issues and/or practices, analyzes information, and prepared reports including recommendations and implementation strategies.

Performs increasingly more responsible work as the employee gains experience and independently performs assigned duties.

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.

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, Knowledges & 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.

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, monitors progress, and evaluates outcomes.

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.

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.

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.

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

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.

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:

None.

Education/Experience Equivalency:

Appropriate experience may be substituted for the minimum education requirement.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 2/16/2007

REVISED DATE: 10/10/2010

REVISED BY: Patricia Anderson

CLASS HISTORY 2/2007 - This is a new class. This class replaces the Staff Personnel Analyst.
10/2010 – The equivalency statement was updated.