



DENVER
THE MILE HIGH CITY

Career Service Authority
Denver's Human Resource Agency

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JOB SPECIFICATION UPDATE

TO: All agencies citywide
FROM: Alena Martinez
DATE: May 27, 2009
SUBJECT: New and/or revised Job Specifications

Attached are revised and/or new job specifications. These should be placed in your job specification book.

Old job specifications listed in the column "Job Specifications to be Removed" should be removed from your book and destroyed.

Agencies that hold only selected job specifications may discard those that are not classes within their agency.

New and Revised Job Specifications

Associate Human Resources Professional
Rev. 05/24/2009

Senior Human Resources Professional
Rev. 05/24/2009

Job Specifications to be Removed

Associate Human Resources Professional
Est. 02/16/2007

Senior Human Resources Professional
Est. 02/16/2007



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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 a 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. The Associate 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 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, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

No supervisory duties.

ESSENTIAL DUTIES

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.

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.

Participates in the preparation of a department's annual workforce plan including meeting with managers to determine operational needs and projected vacancies and to identify problems and/or needs pertaining to filling vacancies. Coordinates the agency's employee selection process by requesting names of eligible candidates, contacting and scheduling applicants for interviews, participating in the selection process, explaining job duties and agency policies, and conducting background and reference checks.

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

Conducts classification audits and small, single department studies, gathers information from involved parties, analyzes data, prepares written reports including recommendations, and informs department of approved recommendations. Classifies new or modified positions, writes new or revised class specifications, and prepares and presents justifications for proposed changes. Shares information with Compensation staff in order to determine pay grades for new classes.

Assists with pay survey data analysis, conducts special market pay analysis at the request of agencies, and assists with pay practices administration.

Plans, implements, delivers, and evaluates training programs and employee development initiatives focused on departmental and/or city-wide needs, assesses training needs, and instructs management/employee development and training programs. Modifies training materials and delivery as directed by management.

Establishes and maintains effective working relationships with multiple benefit plans providers, generates payments for approval to insurance providers, institutes and maintains processes for the work unit, develops tracking systems for various benefit programs, and assists support staff and employees resolve problems regarding the requirements and provisions of benefit programs.

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, and administers examination schedules and outlines.

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.

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.

Planning and Evaluating – Organizes work, sets priorities, monitors progress, and evaluates outcomes.

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.

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

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.

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.

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:

One year of professional human resources experience. (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: 02/16/2007

REVISED DATE: 05/24/2009

REVISED BY: Patricia Anderson

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.



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Senior Human Resources Professional

GENERAL STATEMENT OF CLASS DUTIES

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.

DISTINGUISHING CHARACTERISTICS

This class performs full performance level professional, technical, and administrative human resources work in a major functional area(s). 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 Senior Human Resources Professional is distinguished from a Human Resources Specialist that performs specialized, professional human resources work that includes acting as a subject matter expert within one or more functional areas in human resources on city-wide and/or department-wide human resources issues and ensuring 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. Creates and implements integrated human resources solutions to business problems with human resources systems implications. The Senior Human Resources Professional 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 but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

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, defended, and/or gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, performs lead work.

ESSENTIAL DUTIES

Performs a variety of complex analytical, technical, and administrative human resources functions in support of a department/agency, interprets and explains human resources laws, policies, rules, and procedures, and provides professional advice and counsel to employees, supervisors, and managers regarding human resources matters.

Receives, investigates, and resolves complaints including discrimination, harassment, violence in the work place, and hostile work environment, conducts investigations to ascertain case facts by interviewing complainant(s), supervisors, managers, witnesses, and other involved parties, and recommends course of action based on gathered information.

Advises managers, supervisors, and employees on employee relations issues and disciplinary/grievance processes to ensure compliance with the rules, policies, and procedures. Leads the resolution of disputes and develops solutions to problems between employees and supervisors/managers using a variety of resolution approaches. Coordinates the grievance/disciplinary process by scheduling and conducting disciplinary hearings, recommending appropriate disciplinary action, and drafting letters of discipline and reports.

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 and coordinates the Workers' Compensation Program.

Conducts classification audits and studies, gathers information from all involved parties, analyzes data, prepares written reports including recommendations, and informs department of approved recommendations. Classifies new or modified positions, writes new or revised class specifications, and prepares and presents justifications for proposed changes including detailed rationale and impact to the Classification Plan, class relationships, and/or city department/agencies.

Evaluates requests received from departments/agencies for changes in the pay plan, conducts the annual pay survey study, and designs and conducts special surveys and studies by gathering information from outside organizations regarding compensation issues. Analyzes data, recommends salary structure

changes based on studies and analysis, and prepares and presents justifications for proposed changes including impact to the Compensation Plan and changes to city departments/agencies.

Assesses, plans, designs, implements, delivers, and evaluates training programs and organizational/employee development initiatives focused on departmental and/or city-wide needs, assesses training needs, develops proposals for training initiatives, and administers and instructs management/employee development and specialized training programs. Determines performance outcomes of training and development programs and implements changes based on evaluation.

Provides organizational development strategies to department/division personnel including quality improvement, performance enhancement approaches, and problem solving by analyzing departmental performance needs and making recommendations for training solutions.

Analyzes and interprets complex benefits issues including the interpretation of federal and state laws and regulations with respect to COBRA, state statutes, plan provisions, and internal city procedures, establishes and maintains effective working relationships with multiple benefit plans providers, generates and approves payments to insurance providers, assists support staff and employees resolve problems regarding the requirements and provisions of benefit programs, and trains staff and provides technical assistance. Resolves employee benefit issue escalations from benefit technicians.

Coordinates and conducts the recruitment process for large departments/agencies including high level and/or sensitive positions 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, and prepares examination schedules and outlines. Researches and recommends changes to streamline recruitment and selection processes and monitors effectiveness of various recruitment approaches.

Participates in the preparation of a department's annual workforce plan including meeting with managers to determine operational needs and projected vacancies and to identify problems and/or needs pertaining to filling vacancies. Coordinates the agency's employee selection process by requesting names of eligible candidates, contacting and scheduling applicants for interviews, explaining job duties and agency policies, and conducting background and reference checks.

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

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

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.

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.

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.

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.

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. (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: 02/16/2007

REVISED DATE: 5/24/2009

REVISED BY: Patricia Anderson

CLASS HISTORY 2/2007 - This is a new class. This class replaces the Senior Personnel Analyst and the Senior Agency Personnel Analyst.
5/2009 – An essential duty was added that describes professional work in the Benefits Unit.