



## PERSONNEL OFFICER IV

### **CHARACTERISTICS OF WORK:**

This is specialized administrative work involved in carrying out personnel policies, rules and regulations in a department, institution, or agency. Incumbents exercise considerable independent judgment as to detailed procedures necessary in organizing and recruiting workers and administering the personnel program of the department. The work is performed in accordance with department regulations and recommendations are subject to technical or administrative approval. The work also includes liaison between various units, divisions, departments, and outside entities regarding certification of eligible applicants for appointment, promotions, transfers, discharges, pay raises, handling grievances, and other personnel transactions. The incumbent may work in the area of contract management, processing the paper work for contract workers and/or independent contractors. Incumbents usually work under general supervision of the head of the institution, department, or agency. Supervision may be exercised over subordinate personnel.

### **MINIMUM QUALIFICATIONS:**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

### **EXPERIENCE/EDUCATIONAL REQUIREMENTS:**

#### **Education:**

A Master's Degree from an accredited four-year college or university in Personnel Management, Public Administration, or a related field;

**AND**

#### **Experience:**

Three (3) years of experience in work related to the described examples, with demonstrated experience in employee benefits administration, performance appraisal, position classification, position management, salary determination, employee selection process, and/or training functions.

**OR**

**Education:**

A Bachelor's Degree from an accredited four-year college or university in Personnel Management, Public Administration, or a related field;

**AND**

**Experience:**

Four (4) years of experience in work related to the described examples, with demonstrated experience in employee benefits administration, performance appraisal, position classification, position management, salary determination, employee selection process, and/or training functions.

**OR**

**Education:**

Graduation from a standard four-year high school or equivalent (GED);

**AND**

**Experience:**

Eight (8) years of experience in work related to the described examples, with demonstrated experience in employee benefits administration, performance appraisal, position classification, position management, salary determination, employee selection process, and/or training functions.

**Substitution Statement:**

Related education and related experience may be substituted on an equal basis, except there shall be no substitution for the demonstrated experience required.

**PHYSICAL REQUIREMENTS:**

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Light Work:** May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Depth Perception:** Three-dimensional vision. Ability to judge distances and spatial relationships so as to see objects where and as they actually are.

**Ability to adjust focus:** Ability to adjust the eye to bring an object into sharp focus.

**Speaking/Hearing:** Possesses the ability to give and receive information through speaking and listening skills.

**Motor Coordination:** While performing the duties of this job, the incumbent is frequently required to sit; to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is occasionally required to walk; stand; climb or balance; and stoop, kneel, crouch, or bend.

**COMPETENCIES:**

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

**PUBLIC SECTOR COMPETENCIES:**

**Integrity:** Exhibits behaviors showing a strong internal personal commitment to fundamental principles of honesty and fairness dealing in all activities related to job performance.

**Work Ethic:** Is productive, diligent, conscientious, timely, and loyal.

**Service Orientation:** Demonstrates a commitment to quality public service through statements and actions.

**Accountability:** Accepts responsibility for actions and results.

**Self Management Skills:** Effectively manages emotions and impulses and maintains a positive attitude.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

**Communication Skills:** Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

**Self-Development:** Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

**TECHNICAL COMPETENCIES:**

**Personnel and Human Resources:** Possesses knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations, contract management, and/or federal, state, and local employment regulations.

Administers a division, department, or agency's personnel policies in such areas as recruitment, selection, promotion, classification, compensation, employee evaluation, and other personnel services as needed. Develops and interprets personnel policies, rules, and regulations.

Administers and reports on Equal Employment Opportunity Program. Interprets laws, rules, and regulations pertaining to personnel administration or contract management for division, department, or agency head.

**Planning and Evaluating:** Sets priorities and determines resource requirements; determines goals and strategies to achieve them; coordinates with agencies or parts of the agency to accomplish goals; monitors progress and evaluates outcomes.

Evaluates the personnel program of an agency, division, or department. Maintains a current classification and compensation plan for agency or department positions.

**Organizational Ability:** Possesses the ability and willingness to organize and utilize resources to achieve results.

Organizes and maintains personnel records/files. Organizes resources in an effective manner needed to provide services to the agency. Recognizes current and potential crisis situations and uses flexibility, creativity, and common sense to reach a workable solution.

**Support Services:** Possesses the ability and willingness to assist others by organizing, coordinating, and preparing information and services.

Assists others in compiling data and preparing reports for studies or summaries. Counsels with division heads and district units on their personnel needs and problems.

**Establishing and Maintaining Interpersonal Relationships:** Develops constructive and cooperative working relationships with others and maintains them over time.

Consults with and provides assistance to administrators and their staff on problems of general personnel administration. Counsels employees and analyzes employee grievances and attempts to correct the situations that are causing friction and dissatisfaction. Maintains liaison between the department and other departments or agencies in state government as well as with members of the private sector.

#### **MANAGEMENT COMPETENCIES:**

**Emotional Maturity:** Conducts oneself in a professional, consistent manner when representing the organization.

Has the ability to work through adversity and hold self and others accountable for work actions.

**Macro Oriented:** Exercises good judgment; makes sound, well-informed decisions.

Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise.

**Working Through Others:** Supports, motivates, and is an advocate for staff.

Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others. Monitors workloads and provides feedback.

**Results Oriented:** Plans effectively to achieve or exceed goals; sets and meets deadlines.

**ESSENTIAL FUNCTIONS:**

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Plans, writes and submits for approval personnel policies, rules and regulations for a department, institution, or agency.
2. Participates generally in the administration of personnel policies, rules and regulations and directs subordinates in the administration of same.
3. Administers and reports on the Equal Employment Opportunity Program.
4. Interprets laws, rules and regulations pertaining to personnel administration or contract management for division, department, or agency head.

**EXAMPLES OF WORK:**

**Examples of work performed in this classification include, but are not limited to, the following:**

Develops personnel policies, rules and standard operating procedures.

Supervises the administration of an agency or department's personnel program.

Screens or interviews applicants for employment; analyzes records revealing experience and educational background; recruits applicants; handles employment verification and/or supervises induction and orientation of new employees.

Participates in fringe benefit studies and meetings to maintain and expand hospitalization insurance, life insurance, salary schedule, and Worker's Compensation Insurance.

Counsels employees, arbitrates disputes, analyzes employee grievances and attempts to correct situations that are causing friction and dissatisfaction.

Maintains liaison between the department and other outside entities.

Counsels with division heads and individual employees on their personnel needs and problems.

Supervises and assists in the development of self-education courses and other educational programs.

Administers and reports on Equal Employment Opportunity Program.

Interprets laws, rules and regulations for department officials and employees on a broad range of personnel matters.

Interprets SPB Contract Review Board and Legal Services Contract Review Board guidelines for agency departments.

Oversees the administration of an agency or department's contract management program.

Processes unemployment, garnishment, and bankruptcy claims for the agency.

Performs related or similar duties as required or assigned.

**INTERVIEW REQUIREMENTS:**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.