

## The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Human Resources Specialist I      GRADE: 18      DATE: 11/9/22  
SERIES: Corporate Human Resources      CODE: 1538      EEO: Professional      FLSA: Non-Exempt

### Class Definition:

Under general supervision and within the Department of Human Resources and Management, on a Commission-wide basis performs entry level professional human resources (HR) management work and serves as an analyst to management for Commission-wide human resources matters. Provides HR services in one or more programs to Commission departments and offices; such as recruitment, selection services, testing, employee relations, labor relations, fair practices, diversity, equity, inclusion, health, benefits, wellness, classification, compensation, employee records, human resources information systems (HRIS), learning and organizational development or other functional areas; performs analytical tasks under the direction of program managers or leaders. Provides analytical support and subject matter expertise to identify, research and evaluate options, including assisting in identifying best management practices. Assists in preparing research results and documents to advise staff and the public on changes to policies, programs and projects. Assists with justifying and defending controversial recommendations and decisions within the Agency on a Commission-wide basis. Carries out tasks of complex studies or projects that include diverse subjects, emerging issues, complex or contentious matters in the area of human resources. Drafts recommendations to implement or improve HR policies and programs, balancing cost and benefits to the Agency and employees. Serves as an analyst and partners on all HR matters. Assists in or supports presentations to all levels of management and staff including Commission, Planning Boards, Executive Committee, and Department Heads. Assists in developing training materials and delivery of training as required on a Commission-wide basis. Employees are assigned tasks, typically of a nature where the issues are of importance to the Commission, and the resolution may establish new precedent in HR program administration; such as new policies and practices within the HR field and the industry need to be evaluated and possibly established, new program development is required or other projects of equivalent scope and difficulty are accomplished. Tasks often require the ability to work on multiple projects of equal complexity at the same time. Ability to write clearly and concisely for all levels of an audience is an important aspect of the position. Some work is confidential or sensitive. On a recurring basis, the work has an important impact on administrative management, including high profile or high stakes matters. Applies HR knowledge of principles, practices and concepts, including applicable Federal, State, and local laws and regulations; program research and development; and corporate communications, along with working knowledge of the functional and programmatic domains of study altogether to ensure work products and services are effective. Independently performs various types of analyses and solves regular occurring problems; also solves a range of non-standard problems. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise and obtain agreement or compliance or achieve other desired actions. Performs other duties, as assigned.

Work is assigned in terms of specifics, including known and anticipated problems, and is to be performed in strict adherence to guidelines (which include instructions of the supervisor or a higher-grade employee); incumbent plans detailed work steps within these parameters, independently resolves commonly encountered problems by selecting and applying the appropriate guidelines and is to seek assistance with non-routine problems/issues. Work is evaluated in terms of compliance with guidelines, quality, quantity, timeliness, teamwork, customer service and other factors.

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### Examples of Important Duties (Estimated Percentages):

#### 1. Core Functions (±75%) – assigned functions vary by position

- Recruitment. On a Commission-wide basis, supports the performance of the employment process. Reviews applications and resumes to determine if applicants meet the stated qualifications for openings. Prepares eligibility lists from qualified candidates and forwards lists to departments. Maintains eligibility lists for open continuous occupations; compiles data on new hires for Equal Employment Opportunity/Affirmative Action (EEO/AA) purposes and identifies openings to be targeted for gender and racial categories across the Commission. Provides technical assistance to higher-level recruiters and operating staff during the strategic recruitment plan to create shared expectations regarding the recruiting initiative and ensuring results. Assists in the development of interview questions and the interview process. Conducts reference checks and verifies credential requirements; presents job offers and discusses starting salaries and start dates. Explains employment policies to new hires and arranges for them to attend orientation sessions and complete required examinations. Facilitates Commission-wide new hire orientation sessions. Represents the Commission at job fairs, provides information and answers questions about Commission employment. Administers Commission-wide employment tests. Assists in records closeout and post-employment follow-up evaluations.
- Employee and Labor Relations. On a Commission-wide basis, supports investigations by gathering and analyzing information to ensure that employment actions comply with established policies, HR laws, and collective bargaining agreements, and that employment practices reflect equal opportunity. Assists in the administration of Commission-wide organizational policies and collective bargaining agreements; such as Merit System Rules and Regulations, administrative practices and procedures and other policies and practices to be in compliance with HR laws. Assists in administering Commission-wide employee relations programs (e.g., work/life programs, employee/management responsibilities, conflict resolutions, disciplinary actions, performance counseling, performance recognition). Research data and HR trends to ensure programs meet best practices, remain current and reflect workforce needs. Analyzes complaints, conducts a variety of investigations and provides recommendations to higher-level analysts or managers to handle formal and informal complaints. Analyzes, performs research and drafts policies on various employment, organizational and programmatic issues in compliance with evolving and current laws and organizational standards for the Agency. Drafts and assists in the development of communication tools for the implementation of approved policies. Conducts Commission-wide training and drafts written communications on laws (e.g., Title VII, Equal Employment Opportunity Commission, Americans with Disabilities Act) and employee/management matters.

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- Learning and Organizational Development. On a Commission-wide basis, supports the conduction of training assessment surveys. Interviews supervisors and managers regarding the training needs of their units. Prepares initial drafts of survey instruments. Researches offerings of third-party vendors to identify training courses appropriate to the Commission's needs. Develops initial drafts of training courses and programs for review and development by others. Participates in the planning and implementation of larger training programs on a Commission-wide basis. Develops training handouts, aids and other materials, and presents training courses as assigned. Coordinates training schedules. Compiles and summarizes data regarding participant training evaluation reports.
- Health and Benefits. On a Commission-wide basis, supports the administration of benefits programs including health and welfare programs, life and long-term disability insurance, deferred compensation, leave programs, flexible spending, Family Medical Leave (FMLA), Consolidated Omnibus Budget Reconciliation Act (COBRA), wellness and any other Commission benefit programs. Processes enrollments, changes and other actions applying appropriate rules, regulations and guides to ensure benefits are granted accurately, and employees receive all benefits to which they are entitled. Conducts new hire orientations and provides information to new hires regarding benefit choices on a one-to-one basis. Works with third-party carriers, employees, retirees, survivors, beneficiaries and dependents to explain, analyze and resolve benefits issues. Reviews bi-weekly eligibility files, researches problems and takes appropriate actions to resolve issues. Presents benefits to employees on various programs during the year and during open enrollment season. Becomes familiar with legal and regulatory provisions governing benefits. Assists higher-level Specialists by performing research and keeping informed of changes in provisions as they occur. Assists with the administration of the Wellness program on an as-needed basis.
- Classification and Compensation. On a Commission-wide basis, analyzes classification and compensation projects and tasks to maintain the Commission's competitive position. Participates on behalf of the Agency in formal and ad-hoc studies and market analysis for a variety of compensation and classification-related subjects; as well as cost/benefit and other analyses. Analyzes and processes actions ensuring within established guidelines and policies; and recommends new policies and guidelines, as necessary. Performs analysis of Commission-wide HR data to be presented to management. Presents information to management and employees as required. Participates in audits and analysis of Enterprise Resource Program (ERP), position management, recruitment (e.g., NEOGOV), and other systems utilized by the team. Provides assistance to other HR units in terms of the impact on the Agency's employees and programs; such as: (a) assisting in maintaining position management and other HR systems; (b) researching and evaluating employee compensation requests (e.g., salary exceptions, salary equity adjustments, retention incentives); (c) participating in job evaluation projects and allocations of employees by assisting with conducting classification studies, collecting, and analyzing salary data and developing new class specifications and reports; (d) conducting classification studies of individual positions and recommending grades; (e) drafting and

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presenting projects and analyses to all levels of management and employees; (f) conducting and participating in salary surveys and salary analysis on behalf of the Agency; (g) supporting the collective bargaining process by researching and providing analysis of employee compensation.

- Human Resources Information System (HRIS). On a Commission-wide basis, participates in the analysis and administration of the unit. Processes the more difficult employee actions. Maintains official employee computer files and records and other supporting documentation of employee data. Responsible for developing and running routine queries and reports within the Commission-wide ERP System. Conducts ongoing audits and quality assurance to ensure data integrity. Performs testing for software upgrades and new module implementations in support of higher-level specialists; creates queries, generates daily, weekly, monthly, quarterly, and government-required reports, and produces ad hoc reports for internal and external clients as needed.

### 2. Other (±25%)

- Participates in various HR activities intended to develop analytical and subject matter expertise in HR functions, which involve researching, fact-finding, drafting policy or informational materials, interviewing, conferencing, presenting results to various audiences and similar tasks.
- Maintains confidentiality of data, including legally protected personal information, proprietary and pre-decisional information not subject to public information disclosure, sensitive programmatic data, and other sensitive information.
- Assists with updating current Commission-wide policies and procedures regarding HR practices. Participates in research and analysis best practices. Assists with analyzing new or proposed legislation or regulations to determine the impact on program operations and management. Assists with delivering training.
- Responds to routine inquiries from employees; performs employment and unemployment verifications. Keeps informed of HR developments through review of technical publications and attendance of workshops, seminars, conferences and professional development opportunities.
- Works collaboratively with payroll and benefits teams to ensure accuracy of data and processes. Works with payroll team as needed during payroll processing to resolve issues and questions; escalates issues to other team members or Manager when needed.
- Assigns work to office support staff and temporary employees. Maintains files and records and prepares reports. Prepares memos, letters, reports and general correspondence in support of human resources activities.

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- Assists in administering Commission-wide initiatives such as the Apprenticeship Program, Tuition Assistance Program and the Family and Medical Leave Program.

### Important Worker Characteristics:

- A. Knowledge of (1) HR principles, practices, and concepts relevant to the area in which work is primarily conducted; (2) applicable Federal, State, and local laws and regulations; (3) HR program functions and activities as related to the position; (4) office practices and procedures; (5) Merit System Rules and Regulations\*; (6) union collective bargaining agreements\*; and (7) Commission organization, policies and procedures\*.

*\*Typically acquired or fully developed primarily after employment in this job class.*

- B. Skill and ability to (1) compile and analyze data and present logical conclusions; (2) apply HR principles and concepts to a variety of situations; (3) handle confidential information with discretion; (4) organize and prioritize work; and (5) provide courteous customer service.
- C. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include applying statistics, analytic, and problem-solving.
- D. Skill in communication to understand verbal and written information and to express such information so that others will understand.
- E. Interpersonal skills to interact effectively with contacts in a businesslike, customer service-oriented manner; this includes establishing and maintaining effective working relationships and working as a member of a team.
- F. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software.

### Minimum Qualifications (MQs):

1. Bachelor's Degree in Human Resources Management or any related field.
2. One (1) year of experience performing HR work in the assigned program(s).
3. An equivalent combination of education and experience may be substituted, which together total five (5) years.
4. Certifications in the area of expertise are desired (i.e., Certified Compensation Professional (CCP), Professional in Human Resources (PHR) or Senior Professional in Human Resources (SPHR), Professional in Talent Development (ATD), Certified Employee Benefits Specialist (CEBS).

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5. Valid driver's license in accordance with both state and Commission rules and regulations. Driver's license must be unencumbered by revocations, suspensions, or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required by the position of assignment.

### Working Conditions:

Primarily works in an office setting with occasional travel required to attend meetings and visit department worksites. Work is primarily sedentary and requires light physical effort. May be subject to various job demands such as high volume of work, interruptions and tight deadlines. May be required to work extended hours to meet deadlines.