

The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Human Resources Specialist II GRADE: 24 DATE: 11/9/2022
SERIES: Corporate Human Resources CODE: 1539 EEO: Professional FLSA: Exempt

Class Definition:

Under direction and within the Department of Human Resources and Management, on a Commission-wide basis performs the full range of professional human resources (HR) management work and serves as an analyst and advisor to management for Commission-wide human resource 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 responsibilities under the direction of program managers or leaders. Provides support and subject matter expertise identifying, researching and evaluating options, including identifying best management practices; prepares research results and documents to assist with advising staff and the public on changes to policies, programs and projects, and prepares justifications for defending controversial recommendations and decisions within the Agency on a Commission-wide basis. Carries out the full range of complex studies or projects that include diverse subjects, emerging issues, complex or contentious matters in the area of human resources. Ensures completeness, soundness, sufficiency and legal scrutiny, as pertinent to the area of assignment. Provides recommendations to implement or improve HR policies and programs, balancing cost and benefits to the Agency and employees across the Commission. Serves as an advisor and partner on all HR matters. Assists or presents information to all levels of management and staff including Commission, Planning Boards, Executive Committee, and Department Heads. Develops training materials and delivers training as required on a Commission-wide basis. Employees are assigned specialized tasks, typically of a nature where the issues are of high 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. Provides a full range of human resources products and services as an individual contributor, which has an impact on major Commission products and services. Applies considerable HR knowledge of, and skill in, the principles, methods, techniques, concepts and generally accepted practices of HR administration, including Federal, State and local laws; 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 the functions, priorities, requirements of specific assignments, known or suspected problems. Incumbent independently plans and carries out the work in conformance with established policies or procedures and accepted practices of the field of work, and resolves commonly encountered problems by selecting and applying, or adapting and

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adjusting, the applicable guidelines and is to keep the supervisor informed and to seek assistance only for unusual matters. Work is expected to be accurate – the incumbent is held responsible for results; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service, and such other factors as the use of sound judgment in identifying, assessing and presenting solutions.

Examples of Important Duties (Estimated Percentages):

1. Core Functions ($\pm 75\%$) – assigned functions vary by position

- Recruitment. On a Commission-wide basis, develops strategic recruitment plans and meets with the hiring manager to discuss strategies for recruitment. Develops and implements special recruitment and selection procedures for hard-to-fill jobs. Writes and places advertisements, observing cost-effectiveness guidelines. Provides technical assistance to operating staff. Reviews applications and resumes to determine if applicants meet the stated qualifications for openings across the Commission. 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. Researches labor market to identify nontraditional or alternative sources of candidates. Serves as a member of the interview panel as required. Conducts reference checks and verifies credential requirements. Offers jobs to candidates and negotiates starting salaries and start dates. Explains employment policies for new hires and arranges new hire orientation schedules. Performs applicant tracking responsibilities. Coordinates and represents the Commission at job fairs. On a Commission-wide basis, develops and implements appropriate employment tests based on research of best management practices. Closes out records and performs post-employment follow-up evaluations.
- Employee and Labor Relations. On a Commission-wide basis, investigates, gathers and analyzes information to ensure that employee and management actions comply with established policies, HR laws and Collective Bargaining Agreements and that employment practices reflect equal opportunity. Supports the administration of organizational policies and Collective Bargaining Agreements across the Commission. Maintains and administers Merit System Rules and Regulations, Administrative Practices and Procedures, and other policies and practices in compliance with HR laws. Administers Commission-wide employee relations programs (e.g., work/life programs, employee/management responsibilities, conflict resolution, disciplinary action, performance counseling, performance recognition). Researches data and HR trends to ensure programs meet best practices, remain current and reflect workforce needs. On a Commission-wide basis, analyzes complaints, conducts a wide variety of investigations and provides recommendations to management to handle formal and informal complaints. Analyzes, researches, provides recommendations, and drafts new policies or updates existing policies for the Agency on various employment, organizational, and programmatic issues in compliance with evolving and current laws and organizational standards. Presents policy recommendations for approval to senior management

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(Department Heads, Executive Committee, and Commission) and develops communication tools for implementation of approved policies. Prepares and conducts training and written communication on laws (e.g., Title VII, Equal Employment Opportunity Commission, Americans with Disabilities Act) and employee/management matters across the Commission.

- Learning and Organizational Development. On a Commission-wide basis, conducts training assessment surveys; interviews supervisors and managers regarding the training needs of their units. Prepares training survey instruments. Researches and recommends training courses appropriate to the Commission's needs. Develops training courses and programs, handouts, aids, and other materials. Presents training courses as assigned on a Commission-wide basis. Plans and implements larger and more complex training programs on a Commission-wide basis. Coordinates training schedules. Compiles, summarizes and analyzes data (e.g., needs assessments, participation, evaluations). Develops reports and presents them to management.
- Health and Benefits. On a Commission-wide basis, administers 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. Presents open enrollment options to employees. Develops new programs and revises existing programs to meet Commission goals and bring into compliance with new statutory or other requirements involving research of legal issues and surveys of best practices. Prepares and presents a cost analysis of existing and proposed benefits programs and other work of equivalent technical difficulty and responsibility. Maintains and develops new forms and procedures. Works with union representatives, third-party carriers/vendors, employees, retirees, survivors, beneficiaries, and dependents. Maintains system integrity. Analyzes and implements system upgrades and new benefit programs. Reviews, analyzes and provides recommendations concerning return-to-work, long-term disability, Sick Leave Bank, medical reports, wellness initiatives and other sensitive and complex issues and programs. Works closely with the Commission's occupational health provider to administer post-offer exams, return to work exams, fit-for-duty, park police exams, and other occupational health services. Counsels' employees that are preparing for retirement.
- Classification and Compensation. On a Commission-wide basis, analyzes and administers classification and compensation programs, projects and tasks to maintain the Commission's competitive position. Performs formal and ad-hoc studies and market analysis for a variety of compensation and classification-related subjects; as well as cost/benefit and other analysis for the Agency. Analyzes and processes actions ensuring within established guidelines and policies and recommends and drafts 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.

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Performs audits and analysis of Enterprise Resource Program (ERP), position management, recruitment (e.g., NEOGOV), and other systems utilized by the team. Supports other HR units in terms of the impact on the Commission's employees and programs; such as: (a) maintaining position management and other HR systems; (b) participating in job evaluation projects (e.g., Commission-wide Classification study, individual requests for reclassification) by planning and conducting classification studies, collecting and analyzing salary data, and developing new class specifications and reports; (c) developing and reviewing position management changes to ensure employee records have been updated; (d) conducting and participating in salary surveys and salary analysis on behalf of the Commission; (e) supporting the collective bargaining process by researching and providing analysis of employee compensation and how other companies are compensating their employees, benefits and other working conditions; (f) drafting Requests for Proposals and other procurement documentation regarding classification and compensation programs and projects; (g) initiating and analyzing employee pay impacts resulting from compensation changes initiated by Team; (h) researching and evaluating employee compensation requests (e.g., salary exceptions, salary equity adjustments, retention incentives) on a Commission-wide basis.

- Human Resources Information System (HRIS). On a Commission-wide basis administers and analyzes the full range of employee actions. Maintains official employee computer files and records and other supporting documentation of employee data and assures compliance with laws and organizational standards. Researches and resolves a variety of problems associated with official employee records. Responsible for developing and running the full range of queries and reports within the ERP system. Conducts ongoing audits and quality assurance to ensure data integrity. Responsible for performing testing of software upgrades and implementing new or upgraded modules. Acts as liaison between Office of the Chief Information Officer, HR Coordinators and Corporate Human Resources Division. Develops program materials, documentation and conducts training on the ERP system. Researches trends to ensure the program meets best practices and remains current with organizational needs. Works collaboratively with Payroll and Benefits teams to ensure data accuracy and processes; works with Payroll team as needed during payroll processing to resolve issues and questions. Escalates issues to other team members or managers when needed. Serves as point of contact for HRIS system enhancements and implementation. Creates queries, generates reports (e.g., daily, weekly, monthly, quarterly government-required), and produces ad hoc reports for internal and external clients as needed. Participates in cross-functional projects and enhancements with other areas such as benefits, recruiting, compensation, organizational development, performance management, payroll, and core HR. Researches and resolves problems in existing programs and partners with Information Technology vendors to troubleshoot ERP system issues that impact the Commission.

2. Other (±25%)

- 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.

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- Serves as a fully proficient technical resource within the Department of Human Resources and Management for other Commission departments and offices. Represents team or Commission on inter-agency task forces. Often balances multiple projects and tasks at the same time, which adds to the complexity.
- Provides advice to management on important issues, where new policies and practices within the HR field and the industry need to be evaluated for possible adoption by the Commission, and where new program development is required.
- Updates current Commission-wide policies and procedures regarding HR practices. Researches and analyzes best practices. Analyzes new or proposed legislation or regulations to determine the impact on program operations and management.
- Works on multiple projects and tasks at the same time. Participates in the preparation of formal studies, papers, and presentations. Delivers presentations and training to all levels of management, including Department Heads, Executive Committee, Commission and employees. Reviews documents prepared by others to ensure they follow internal policy and external laws and regulations.
- Keeps all parties informed of matters requiring their attention. Partners with other HR units, Operating Department HR Staff, and members of management.
- Conducts studies of organizational efficiency and productivity and recommends changes or improvements in the organization, work methods and procedures.
- Keeps informed of HR developments through review of technical publications, attendance at workshops, seminars, conferences, and professional development opportunities.
- Provides work guidance, assistance and on-the-job training to lower-level staff. Maintains files and records and prepares reports thereon.
- Participates in system audits to ensure ERP and other systems remain accurate and comply with Commission rules and regulations. Prepares and runs test scripts to ensure system output is accurate. Works with other areas within and outside of HR to ensure data and output remain accurate and the system is performing as designed.
- Develops and delivers training in the area of expertise on a Commission-wide basis.
- Administers Commission-wide initiatives such as the Apprenticeship Program, Tuition Assistance Program, Family and Medical Leave Program, and Wellness Program.

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Important Worker Characteristics:

A. (1) Considerable knowledge of, and skill in the principles, practices, methods, techniques, concepts, and generally accepted practices of HR administration relevant to the area in which work is primarily conducted, which may include skill in making strategic and tactical HR management assumptions, analyzing HR trends, assessing and addressing HR problems, and recommending and advising line managers of HR options to accomplish their work programs.

(2) Knowledge of (a) key Federal, State and local laws and regulations governing HR such as Title VII, the Family and Medical Leave Act (FMLA), the Fair Labor Standards Act (FLSA), Equal Employment Opportunity (EEO) Regulations, Consolidated Omnibus Budget Reconciliation Act (COBRA), and Health Insurance Portability and Accountability Act (HIPPA), and the employment provisions of the ADA to ensure regulatory compliance; (b) HR program functions and activities as related to the position; (c) general (administrative) management of work programs and how HR influences productivity and quality and effectiveness of work products and services; (d) key Commission work programs to review HR systems, programs, products, and services to ensure effectiveness, advise on HR options to accomplish work programs, and ensure authoritative, insightful analyses of HR matters*; (e) Merit System Rules and Regulations*; (f) office practices and procedures; (g) statistics, analytics, and problem-solving; (h) project management; (i) negotiating with various levels of management; (j) union collective bargaining agreements*; and (k) Commission organization, policies and procedures (including HR transaction processes, applicant examining, labor relations issues, and other HR-specific information)*.

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

B. Skill and ability to (1) train and review the work of staff assigned to the team; (2) manage projects; (3) compile, analyze and present logical conclusions; (4) apply HR principles and concepts to a variety of situations; (5) handle confidential information with discretion; (6) plan, organize and prioritize numerous projects and tasks at the same time; (7) establish and maintain cooperative working with others encountered in work; (8) attend and present at meetings and assignments outside of the office; and (9) 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. This includes skill in recognizing subtle aspects of problems and making recommendations and decisions. Examples include developing or reviewing, approving, and implementing short- and long-term work program goals and objectives; allocating resources across subordinate units; proactively identifying, preparing for, and responding to emerging HR management issues; and weighing pros and cons and managing resources to achieve Division level goals and objectives in support of Commission goals and objectives.

D. Skill in communication to understand verbal and written information (including facts, assertions, and arguments), draw inferences, form hypotheses, and develop logical arguments, and to express such information so that others will understand and, in some situations, be convinced, persuaded, agree, or comply or take other desired actions. This

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includes skill in actively listening to ascertain key information, including perspectives, concerns, wants and needs of others, encouraging effective communication by others such as line managers concerning HR challenges, communicating effectively with various stakeholders having diverse viewpoints concerning complex or sensitive personnel issues and in collective bargaining situations, and speaking in public.

- E. Interpersonal skills to interact effectively with contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member or a leader of a team concerning complex or sensitive matters.
- 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. Two (2) years of experience performing HR work in the assigned program(s).
3. An equivalent combination of education and experience may be substituted, which total six (6) 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).
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.