

The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Human Resources Specialist III GRADE: 28 DATE: 11/9/2022
SERIES: Corporate Human Resources CODE: 1540 EEO: Professional FLSA: Exempt

Class Definition:

Under direction and within the Department of Human Resources and Management, on a Commission-wide basis performs expert professional human resources (HR) management work and serves as a senior analyst and advisor to management for Commission-wide human resources matters. Manages a functional program or provides leadership, coordinates team efforts, and develops team results in one or more Human Resources (HR) programs; such as recruitment, selection services, testing, employee relations, labor relations, fair practice administration, diversity, equity, inclusion, health administration, benefits administration, wellness, classification, compensation, employee records, human resources information systems (HRIS), learning and organizational development or other functional areas. Advises and partners with all levels of management on human resources matters across the Commission, provides support and subject matter expertise identifying, researching, analyzing and evaluating options, including identifying best management practices. Prepares research results and documents to assist with advising Commission-wide staff and the public on changes to policies, programs and projects, and justifies and defends controversial recommendations and decisions within the agency on a Commission-wide basis. Leads complex studies or projects that include diverse subjects, emerging issues, complex or contentious matters in the area(s) of human resources. Ensures completeness, soundness, sufficiency and legal scrutiny as pertinent to the area of assignment, and integration of work across human resources areas. Develops and presents recommendations to implement or improve HR policies and programs, balancing cost and benefits to the agency and employees. Serves as a senior advisor and partner on all HR matters. Presents information to all levels of management and staff including Commission, Planning Boards, Executive Committee, and Department Heads. Develops and reviews training materials and delivers training as required on a Commission-wide basis. As subject matter experts, employees are assigned highly specialized or unusually difficult projects, typically of nature where the issues are controversial and 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. Assignments often require the ability to manage 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 highly confidential or sensitive. On a regularly recurring basis, the work has an important impact on administrative management, including high profile or high stakes matters. Applies comprehensive 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 and good 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 conventional, non-standard, and challenging 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 functions, priorities, requirements of specific assignments, known or suspected problems. Incumbent independently leads, plans and carries out the work in conformance with these parameters, established policies, procedures, and accepted practices of

The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Human Resources Specialist III GRADE: 28 DATE: 11/9/2022
SERIES: Corporate Human Resources CODE: 1540 EEO: Professional FLSA: Exempt

the field of work, and resolves commonly encountered problems by selecting and applying, or adapting and adjusting, the applicable guidelines and is to keep the supervisor informed and seek assistance only for highly complex or sensitive matters. Work is expected to meet objectives effectively – incumbent is held responsible for results and is evaluated in terms of quality, quantity, timeliness, teamwork, customer service, and such other related factors as use of skill and ingenuity in overcoming technical and non-technical problems.

Examples of Important Duties (Estimated Percentages):

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

- Recruitment. On a Commission-wide basis, leads team efforts and participates in recruitment for the most technically difficult and hard-to-fill positions. Develops strategic recruitment plans. Reviews applications and resumes to determine if applicants meet the stated qualifications. Prepares and maintains eligibility lists. Determines appropriateness for and manages applicant pools. On a Commission-wide basis, identifies, compiles and analyzes data on new hires for Equal Employment Opportunity/Affirmative Action (EEO/AA) purposes. Distinguishes vacancies to be targeted for gender and racial categories. Determines and utilizes nontraditional or alternative sources of candidates. Writes and places advertisements. Provides technical assistance to operating staff. Reviews and approves interview panel questions; serves as a member of interview panel as required. Conducts reference checks and verifies credential requirements. Negotiates job offers, including starting salaries and start dates. Interprets and communicates employment policies to new hires and may arrange new hire orientation schedule. Responsible for applicant tracking system. Develops, coordinates and represents the Commission at job fairs. Develops and implements appropriate employment tests based on research of best management practices. Closes out records and performs post-employment follow-up evaluations. Researches and develops alternative recruitment strategies, procedures and testing methods and tools.
- Employee and Labor Relations. On a Commission-wide basis, leads team efforts in ensuring that employee and management actions comply with established policies, HR laws, and Collective Bargaining Agreements and that employment practices reflect equal opportunity. Performs administration of organizational policies and Collective Bargaining Agreements and delivers training on a Commission-wide basis. Ensures Merit System Rules and Regulations, Administrative Practices and Procedures, and other policies and practices are developed, maintained and administered in compliance with HR laws. Analyzes, researches, presents recommendations and develops new policies or updates to existing policies on various employment, organizational and programmatic issues in compliance with evolving and current laws and organizational standards. Develops and presents Commission-wide policy recommendations for approval by senior management and develops communication tools for implementation of approved policies. Prepares and conducts training and written communication on laws (e.g., Title VII, Equal Employment Opportunities (EEO) Regulations, Americans with Disabilities Act, Age Discrimination in Employment Act (ADEA) and employee/management matters. Develops and administers Commission-wide employee relations programs (e.g., work/life programs, employee/management responsibilities, conflict resolution, disciplinary action,

The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Human Resources Specialist III GRADE: 28 DATE: 11/9/2022
SERIES: Corporate Human Resources CODE: 1540 EEO: Professional FLSA: Exempt

performance counseling, and performance recognition. Researches data and identifies HR trends to ensure programs meet best practices, remain current and reflect workforce needs. Analyzes complaints, conducts investigations and provides recommendations to management for the handling of formal and informal complaints. Leads dispute resolution committees or meetings for the resolution of complaints.

- Learning and Organizational Development. On a Commission-wide basis, leads team efforts and participates in training assessment surveys, supervisory and management interviews regarding the training needs of units and preparing training needs survey instruments. Researches, recommends and implements training courses offered by third-party vendors. Develops training courses and programs, including training handouts, aids, and other materials. Delivers training on a Commission-wide basis. Coordinates training schedules. Compiles, summarizes and analyzes data concerning participants and training programs. Develops and presents projects to managers and others for use in Commission-wide training opportunities.
- Health and Benefits Administration. On a Commission-wide basis, leads team projects and participates in the administration of benefits programs including health and welfare programs, life insurance, long-term disability insurance, deferred compensation, leave programs, flexible spending, Consolidated Omnibus Budget Reconciliation Act (COBRA), wellness, Family Medical Leave Act (FMLA), Affordable Care Act (ACA), and any other Commission benefit programs. Responsible for design, development and communication of new or existing health and benefit programs. Evaluates and revises existing programs to meet Commission goals or bring them into compliance with new statutory or other requirements involving research of legal issues and best practices regarding benefits, involving cost analysis of existing and proposed benefits programs, and other work of equivalent technical difficulty and responsibility. Conducts cost/benefit analyses to ensure program competitiveness. Collects and maintains Agency benefit comparison data. Develops Requests for Proposals (RFPs) and analyzes results in the awarding of contracts. Facilitates vendor changes. Conducts briefings and presentations to explain important benefit changes. Responds as primary technical benefit resource. Works with third-party carriers/vendors, employees, employee families, retirees, survivors, and COBRA beneficiaries to explain, analyze and resolve benefits issues. Monitors the group insurance fund and researches any discrepancies and significant variances. Analyzes sensitive and complex issues and critical operating challenges requiring the application of subject matter expertise. Develops, interprets and reviews administrative procedures. Administers Commission-wide benefits open enrollment. Responsible for creating all communications issued from the Health and Benefits office.
- Classification and Compensation. On a Commission-wide basis, leads team efforts in developing and administering classification and compensation programs to maintain Commission's competitive position. Leads, reviews and participates in formal and ad-hoc studies and market analysis on the most complex and various compensation and classification-related subjects. Manages apprenticeship and other programs across the Agency. Provides cost/benefit and other analysis. Analyzes and processes actions, ensuring they are within established guidelines and policies, and recommends and

The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Human Resources Specialist III GRADE: 28 DATE: 11/9/2022
SERIES: Corporate Human Resources CODE: 1540 EEO: Professional FLSA: Exempt

develops new policies and guidelines, as necessary. Performs complex analysis of data for HR programs and projects and presents to management. Utilizes project management skills and techniques. Develops and delivers presentations to management, employees, the Merit System Board, and others on a Commission-wide basis. Audits and analyzes Enterprise Resource Programs (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 Agency's employees and programs; such as: (a) leading, reviewing and participating in job evaluation, including projects (e.g., Commission-wide Classification study) by planning and conducting classification studies, collecting and analyzing salary data, and developing new class specifications and reports; (b) developing and reviewing position management changes to ensure employee records have been updated; (c) conducting and participating in salary surveys and conducting salary analysis; (d) 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; (e) developing Requests for Proposals and other procurement documentation regarding classification and compensation programs and projects; (f) initiating and analyzing employee pay impacts resulting from compensation changes initiated by team; and (g) leads, researches and evaluates all requests for salary analysis, including salary exceptions, salary equity adjustments and retention incentives on a Commission-wide basis.

- Human Resources Information Systems (HRIS). On a Commission-wide basis, leads and supports HRIS systems and technology-related initiatives and projects, including production support, system maintenance and efficiency, troubleshooting, managing data integrity, and management or assignment of user security. Recommends, conducts testing, implements and plans for improvements, enhancements and new applications to the Commission-wide ERP System while understanding downstream impacts. Develops solutions to a variety of complex problems. Designs and validates reports for a variety of stakeholders, as needed. Manipulates and presents data at advanced levels in spreadsheets (e.g., Excel) for analysis purposes. Supports release management cycles for patch updates and release upgrades. Provides day-to-day end-user support for the HRIS team, including system error message handling, incidents, data issues and process failures, and acts as a subject matter expert for all things related to the HR ERP system. Maintains HRIS foundational tables and provides data entry and validation support for staff. Sets up and modifies HRIS system configuration as needed or requested and audits system configurations and processes. Assists and directs HRIS team members in handling and following up on HR data-related inquiries while ensuring information policies, principles and business processes are being followed. Assists in gathering and documenting business requirements and specifications, completing system testing and developing training and reference materials for end-users.

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.

The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Human Resources Specialist III GRADE: 28 DATE: 11/9/2022
SERIES: Corporate Human Resources CODE: 1540 EEO: Professional FLSA: Exempt

- Serves as an expert technical resource within the Department of Human Resources and Management for other Commission departments and offices. Acts in the absence of Manager as designated. Represents team or Commission on inter-agency task forces. Often balances multiple and complex Commission-wide programs and projects at the same time, which adds to the complexity.
- Advises management on important and controversial 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.
- Identifies and 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 and coordinates with federal, state or county offices to ensure compliance with legal and regulatory requirements.
- Manages multiple complex projects, often at the same time. Prepares formal studies, papers and presentations. Develops and delivers presentations and training to all levels of management, including Department Heads, Executive Committee, Merit System Board, 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.
- Leads 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.
- Assigns work to lower-level specialists, office support staff and temporary employees. Maintains, files, records and prepares reports thereon.
- Audits system to ensure ERP and other systems remain accurate and in compliance with Agency rules and regulations. Leads preparing and running of 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.
- Develops and administers Commission-wide initiatives such as the Apprenticeship Program, Tuition Assistance Program, wellness initiatives and Family and Medical Leave Program.

The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Human Resources Specialist III GRADE: 28 DATE: 11/9/2022
SERIES: Corporate Human Resources CODE: 1540 EEO: Professional FLSA: Exempt

Important Worker Characteristics:

- A. (1) Comprehensive knowledge of, and skill in the principles, methods, techniques, concepts, and generally accepted practices of HR administration, which may include considerable skill in making strategic and tactical HR management assumptions, analyzing HR trends, assessing, and addressing HR problems, 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) general (administrative) management of work programs and how HR influences productivity and quality and effectiveness of work products and services; (c) 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*; (d) HR program functions and activities as related to the position; (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. Knowledge of and skill in assigning or reviewing tasks, setting the pace, and otherwise assisting the supervisor by performing group leader work or rapidly acquiring knowledge and skill set.
- C. Skill and ability to (1) provide effective leadership to one or more Commission-wide HR functions or programs; (2) train and lead the work of staff assigned to the team; (3) manage projects; (4) compile, analyze and present logical conclusions; (5) apply HR principles, and concepts to a variety of situations; (6) handle confidential information with discretion; (7) plan, organize and prioritize numerous projects at the same time; (8) establish and maintain cooperative working relationships with others encountered in work; (9) attend and present at meetings and assignments outside of the office; and (10) provide courteous customer service.
- D. Considerable 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.

The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Human Resources Specialist III GRADE: 28 DATE: 11/9/2022
SERIES: Corporate Human Resources CODE: 1540 EEO: Professional FLSA: Exempt

- E. 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, agree, comply, be convinced, or persuaded or take other desired actions. This 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 highly complex or highly sensitive personnel issues and in collective bargaining situations, and speaking in public.
- F. Interpersonal skills to interact effectively with contacts in a businesslike, customer service-oriented manner; this includes skills in establishing and maintaining effective working relationships and working as a member or a leader of a team concerning highly complex or highly sensitive matters.
- G. 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. Four (4) years of experience performing HR work in the assigned program(s).
- 3. An equivalent combination of education and experience may be substituted, which total eight (8) 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 restrictions, 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 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.