

THE MARYLAND-NATIONAL CAPITAL PARK AND PLANNING COMMISSION

TITLE: Human Resources Specialist
SERIES: Human Resources

GRADE: G CODE: 2630
DATE: 6/28/05 FLSA: Exempt
EEOC: Professional

Class Definition

Under direction, performs professional human resources management work in the Human Resources (HR) Division on a Commission-wide basis. Human Resources Specialists provide HR Services in one or more programs to Commission departments and offices. Specialists initially receive introductory and developmental assignments intended to expand their knowledge of HR programs and gain proficiency in serving Commission departments and offices, leading to their advancement to a Senior Human Resources Specialist, the experienced working level for this series. As Specialists, employees may work in employment, employee relations, training, benefits, human resource information systems, classification/compensation, or other unit within human resources performing technical tasks in each area under the direction of more experienced specialists or managers. The work requires strong analytical and communications skills, as employees develop solutions to a variety of HR problems and deal with Commission employees and managers, often on controversial issues. Assignments initially are accompanied with detailed instructions and employees' work is monitored closely to ensure that appropriate actions are taken; as skills develop, assignments become more general and employees are expected to complete work independently, referring new or unusual matters to supervisors or senior staff to resolve. Work is reviewed primarily on the basis of soundness of decisions and actions taken, and progress in gaining proficiency in the field. Performs other duties as assigned.

Examples of Important Duties:

1. *Recruitment:* Assists in the performance of the employment process. Reviews applications/resumes to determine if applicants meet the stated qualifications for openings. Prepares eligibility lists from qualified candidates and forwards the 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. Provides technical assistance to higher level recruiters and operating staffs during the strategic recruitment plan to create shared expectations regarding the recruiting initiative and ensuring results. Assists in the development of interview questions and conducting the interview process. Conducts reference checks and verifies credential requirements; makes job offers and negotiates starting salaries and start dates. Explains employment policies to new hires and arranges for them to attend orientation sessions as well as required examinations. Represents the Commission at job fairs, providing information and answering questions about Commission employment. Administers employment tests. Assists in record closeout and post-employment follow-up evaluation.

Examples of Important Duties: (cont.)

2. *Employee and Labor Relations:* Assists in 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 organizational policies and Collective Bargaining Agreements. Maintains and administers Merit System Rules and Regulations, Administrative Practices and Procedures, and other policies and practices in compliance with HR laws. Assists in administering agency-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. Analyzes complaints, conducts a wide variety of investigations, and provides recommendations to higher level analysts and/or Manager for the handling of formal and informal complaints. Analyzes, researches, and drafts policies on a variety of employment, organizational, and programmatic issues in compliance with evolving and current laws and organizational standards. Drafts and assists in the development of communication tools for implementation of approved policies. Conducts training and drafts written communications on laws (e.g., Title VII, EEOC, ADA) and employee/management matters.
3. *Training:* Conducts 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.
4. *Health and Benefits:* Assists in the administration of benefits programs including health and hospitalization programs, life and long-term disability insurance, deferred compensation, leave programs, flexible spending, Consolidated Omnibus Budget Reconciliation Act (COBRA) and any other Commission benefit program. Processes enrollments, changes, claims 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. Responds to surveys, questionnaires and conducts audits to ensure data integrity. Works with third-party carriers, employees, retirees, survivors, beneficiaries, and dependents to explain, analyze, and resolve benefit issues. Becomes familiar with legal and regulatory provisions governing benefits. Assists higher level Specialists by performing research and keeping abreast of changes in provisions as they occur. Researches and makes recommendations for professional services.

Examples of Important Duties: (cont.)

5. *Classification and Compensation:* Participates in the analysis and processing of classification actions. Gathers job information pertaining to reclassification requests or establishment of new positions. Evaluates jobs submitted for reclassification and classification using the Commission's approved job evaluation methodology. May research practices regarding the use, classification and compensation of an occupation. Analyzes data and prepares recommendations regarding their proper classification for review. Responds to and conducts survey questionnaires. Performs mathematical and statistical computations to develop hypothesis and in support of higher level specialists.
6. *Human Resources Information System:* Participates in the analysis and administration of unit. Processes the more difficult employee actions. Maintains employee computer files and records and other supporting documentation of employee data. Responsible for developing and running routine queries and reports. Conducts ongoing audit and quality assurance to ensure data integrity. Performs testing for software upgrades and new module implementation in support of higher level specialists.
7. *General:* Participates in a variety of HR activities intended to develop analytical and subject matter expertise in HR functions, and which involve research, fact-finding, drafting policy and/or informational materials, interviewing, conferencing, presenting results to various audiences, and similar tasks.
8. Keeps informed of HR developments through review of technical publications, attendance at workshops, seminars, conferences, and professional development opportunities.
9. Assigns work to office support staff and temporary employees. Maintains files and records, and prepares reports.

Important Worker Characteristics:

Knowledge of: (1) HR principles, practices, and concepts; (2) office practices and procedures; (3) Commission activities, organization, policies and practices*; (4) Merit System Rules and Regulations*; and (5) applicable laws and regulations*.

Skill in operation of: (1) personal computer and appropriate software (i.e., word processing, spreadsheet, database); and (2) office equipment.

Ability to: (1) compile and analyze data and present logical conclusions; (2) apply HR principles and concepts to a variety of situations; (3) communicate effectively, orally in writing; (4) handle confidential information with discretion; (5) establish and maintain cooperative working relationships with others encountered in the work; (6) organize and prioritize work; and (7) provide good customer service.

* Developed primarily after employment in this job class.

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Minimum Qualifications

1. Bachelor's degree in human resources management or related field, and two years of experience performing HR work in assigned program(s); or
2. An equivalent combination of education and experience.

Working Conditions

Works in an office setting. Work is subject to frequent inflexible deadlines and interruptions. Occasionally required to work extended hours to meet deadlines. Workers are exposed to normal office hazards.