

THE MARYLAND-NATIONAL CAPITAL PARK AND PLANNING COMMISSION

TITLE: Senior Human Resources Specialist GRADE: H CODE: 2631
SERIES: Human Resources 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. This is the full performance level Human Resources Specialist who provides HR Services in one or more programs to Commission departments and offices. Senior Specialists may work in recruitment, employee relations, training, health and benefits, classification and compensation or other functional areas, performing technical tasks under the direction of program managers. As experienced and skilled specialists, they are responsible for the completion of entire projects, performing all aspects of an assignment within their program area including researching and developing facts, analyzing situations, applying appropriate laws, standards, guides or rules, and taking appropriate actions. Workers independently plan and arrange their work, coordinate work efforts with others as necessary, and confer with others within and outside of the Commission. Senior Specialists may function as team leaders on a project, coordinating team effort and preparing and submitting team results. The work requires strong analytical and communications skills, as specialists develop solutions to a variety of HR problems and deal with Commission employees and managers, often on controversial issues. Work is reviewed primarily on the basis of soundness of decisions, actions taken, and the employee's effectiveness in providing HR services to Commission departments and officers. Performs other duties as assigned.

Examples of Important Duties:

1. *Recruitment:* Develops strategic recruitment plan and meets with hiring manager to discuss strategies for recruitment. Develops and implements special recruitment and/or selection procedures for hard-to-fill jobs. Writes and places advertisements, observing cost effectiveness guidelines. Provides technical assistance to operating staff. 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. Researches labor market to identify nontraditional or alternative sources of candidates. Serves as a member of interview panel as required. Conducts reference checks and verifies credential requirements. Makes job offers and negotiates starting salaries and start date. Explains employment policies to new hires and arranges new hire orientation schedules. Performs applicant tracking responsibilities. 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 evaluation.

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Examples of Important Duties: (cont.)

2. *Employee and Labor Relations:* Investigates, gathers and analyzes 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. Administers 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 management for the handling of formal and informal complaints. Analyzes, researches, provides recommendations, and drafts new policies or updates existing policies on a variety of employment, organizational, and programmatic issues in compliance with evolving and current laws and organizational standards. Presents policy recommendations for approval to senior management and develops communication tools for implementation of approved policies. Prepares and conducts training and written communication 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 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. 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, evaluation). Develops reports and presents to management.
4. *Health and Benefits:* Administers 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. Presents open enrollment options to employees. Develops new programs, and/or revises existing programs to bring them into compliance with new statutory or other requirements involving research of legal issues and best practices. Prepares and presents 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 third-party carriers, employees, retirees, survivors,

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Examples of Important Duties: (cont.)

beneficiaries, and dependents. Maintains system integrity. Analyzes and implements system upgrades and new benefit programs. Reviews, analyzes and makes recommendations concerning return-to-work, long-term disability, medical reports and other sensitive and complex issues and programs.

5. *Classification and Compensation:* Analyzes and processes classification actions ensuring actions are within established guidelines and policies. Gathers job information pertaining to reclassification requests or establishment of new positions. Evaluates jobs using the Commission's approved job evaluation methodology. Researches best practices regarding the use, classification and compensation of an occupation. Analyzes data and prepares recommendations regarding their proper classification for review. Drafts new or revised class specifications. Prepares written responses to comments and questions regarding classification recommendations. Responds to and conducts survey questionnaires, analyzes data, and performs mathematical and statistical computations to develop hypothesis. Presents results of classification actions to management. Maintains position control for Commission. Analyzes actions and maintains system integrity. Implements system upgrades. Makes presentations to management, employees, the Merit System Board and others as required.
6. *Human Resources Information System:* Administers and analyzes full range of employee actions. Maintains employee computer files and records and other supporting documentation of employee data and assures compliance with laws and organizational standards. Responsible for developing and running full range of queries and reports. Conducts ongoing audit and quality assurance to ensure data integrity. Responsible for performing testing of software upgrades and implementing new or upgraded modules. Acts as liaison between Information Technology Unit, Field HR Coordinators and Human Resources Division. Develops program materials, documentation and conducts training on system. Researches trends to ensure program meets best practices and remains current with organizational needs.
7. *General:* As assigned, provides HR services in a variety of HR division activities requiring analytical and full-performance level subject matter skills which involve research, fact-finding, drafting policy and/or informational materials, interviewing, conferencing and similar tasks. Assignments may be in any functional program area of the division. Devises work aids, forms, procedures, and other office and operational improvements for facilitation of HR matters and to provide more effective HR services. Informs parties timely on matters requiring their attention.

Examples of Important Duties: (cont.)

8. Ensures compliance with all applicable policies, rules, regulations and laws.
9. Keeps informed of HR developments through review of technical publications, attendance at workshops, seminars, conferences, and professional development opportunities.
10. Provides work guidance, assistance and on-the-job training to staff. Assigns work to office support staff and temporary employees. Maintains files and records, and prepares reports.

Important Worker Characteristics:

Advanced Knowledge of: (1) HR principles, practices, and concepts relevant to the area in which work is primarily conducted; (2) applicable laws and regulations; (3) office practices and procedures; (4) Commission activities, organization, policies and practices;* and (5) Merit System Rules 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 and 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.

Minimum Qualifications

1. Bachelor's degree in human resources management or related field, and four years of experience performing HR work in assigned program(s); or
2. An equivalent combination of education and experience.
3. Certifications in area of expertise are desired (i.e., Certified Compensation Professional (CCP), Professional in Human Resources (PHR) or Senior Professional in Human Resources (SPHR), Certified Employee Benefits Specialist (CEBS)).

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.