



JOB FAMILY CONCEPT

This family consists of five levels of professional human resources work, encompassing specialist and generalist positions responsible for a wide range of human resources activities. Levels are distinguished based on the complexity and scope of responsibilities and the independence of action including analyzing, interpreting, explaining and managing application of human resources policies, theories, and practices. This job family is distinguished from the Human Resources Technician job family by the requirement for professional preparation and the application of human resources theories. This job family is distinguished from others by the primary responsibility for providing professional human resources services. The job family addresses responsibility for the following functions:

- Client consultation and service
- Interpretation of federal and state law, collective bargaining agreements, human resources programs and related University policy
- Application of a variety of human resources programs

Incumbents in this family participate in and provide professional assistance to clients in several areas of human resources expertise including:

- Labor and employee relations
- Negotiations and mediation
- Classification and compensation
- Organizational design and development
- Staffing, recruitment and retention
- Benefits and leave administration
- Training and career development
- Disability accommodation
- Performance management
- Affirmative Action, EEO/ADA compliance and campus diversity
- HRIS

TYPICAL FUNCTIONS

The typical functions listed are typical examples of work performed by positions in this job classification. Not all functions assigned to every position are included, nor is it expected that all positions will be assigned every typical function.

- Coordinate diverse, complex human resources functions at the unit, regional or departmental level
- Explain, interpret and/or provide guidance on state/federal regulations, University policy and regulation, collective bargaining agreements, federal and state requirements, and human resources activities such as: staffing, employment examinations, employee training and orientation, salary surveys, salary analysis and administration, position allocation,



classification, benefits, affirmative action and diversity, temporary appointments, and residency status determination

- Consult with clients and provide advice regarding a broad spectrum of human resources programs, organizational development and related issues
- Resolve complex problems
- Negotiate collective bargaining agreements
- Mediate conflict
- Develop recruiting plans; research and implement recruiting strategies for individual and targeted searches
- Develop and design employment evaluation processes, including tests and interview questions
- Advise management and employees on creating training and development plans
- Advise management on succession planning
- Lead or participate in project teams on a variety of topics such as HRIS, classification/compensation, benefits, staffing, and employee relations
- Represent the university in grievance hearings and appeals
- Develop and conduct training programs
- Advise on job and organizational design
- Communicate effectively orally and in writing
- Maintain confidentiality of client and employee information
- Provide training and assistance to unit staff
- Lead or supervise staff

LEVELS AND COMPETENCIES

The primary distinction between levels is reflected in the Level Descriptors. As levels increase, scope, complexity and degree of independence increase. Higher levels may perform duties of lower levels. Education and experience are stated at the minimum threshold for the level. Additional education or experience may be desirable for some positions.

Level 1 (Trainee Level)
PCLS: 02441

Grade 77
Non-Exempt

Descriptors

Work is initially performed under general supervision, progressing to intermittent supervision as incumbent develops proficiency. This level performs professional human resources functions following established policies and procedures and refers non-routine problems and issues to a higher level. Review a variety of human resources problems such as payroll, recruitment, employee relations and benefit issues, and advise departments on problem resolution. Participate in planning and carrying out appropriate training and recruitment strategies. Prepare reports and make recommendations. May assist in the allocation process. Work assignments are designed to develop professional human resources knowledge and skills.



Knowledge, Skills, and Abilities

Knowledge of one or more human resources functional areas. Demonstrated ability to use standard computer applications. Ability to review documents for accuracy and compliance with regulations. Ability to understand and apply rules, regulations and policies as they relate to human resources functions. Ability to apply and understand basic human resources principles. Ability to communicate effectively both orally and in writing. Ability to analyze situations. Ability to establish and maintain professional working relationships.

Education and Experience

Bachelor's degree in Human Resources and one year experience in relevant field, or an equivalent combination of training and experience.

Level 2

PCLS: 02442

*****Alternate PCLS: 09070**

**Grade 78
Non-Exempt**

Descriptors

Work is performed under administrative supervision. This level performs a variety of professional human resources functions following established policies and procedures. Research issues and advise departments on issues related to payroll and benefits, recruitment and retention, employee and labor relations, alien status, residency requirements, work accommodations and family medical leave. Participate in planning and carrying out appropriate training and recruitment strategies. Prepare reports and make recommendations.

Knowledge, Skills, and Abilities

Same as level one, plus: Ability to analyze payroll and recruitment documents for accuracy and compliance with regulations. Ability to analyze issues and apply understanding of University, federal and state requirements to a variety of other human resources functions.

Education and Experience

Bachelor's degree in Human Resources and one year professional human resources experience, or an equivalent combination of training and experience.

Level 3

PCLS: 02443

*****Alternate PCLS: 09080**

**Grade 79
Exempt**

Descriptors

Work is performed under administrative supervision. Positions work independently to resolve complex* issues and problems. Apply and explain rules and regulations, collective bargaining agreements, and University procedures and processes. Perform a variety of regular and recurring human resources functions requiring analysis and application of discretion and independent judgment. Assist clients with organizational development activities. Conduct needs analysis. Coordinate activities involved in design, preparation and delivery of employee development and



training. Make recommendations for improvement and changes in human resources systems, records retention, procedures and benefits. Participate in planning and developing long and short-range goals for the HRIS system. Participate in development of regulations, systems and procedures. Prepare management reports. May serve as a specialist in a discrete area of human resources with system wide impact. May lead** or supervise** as a secondary function.

Knowledge, Skills, and Abilities

Same as level two, plus: Ability to apply understanding and interpretation of University, federal and state requirements to complex human resources functions. Ability to analyze complex* problems and develop strategies for resolution. Ability to effectively communicate complex* ideas and information to a diverse audience. Ability to lead** or supervise**.

Education and Experience

Bachelor's degree in Human Resources or related field and two years professional human resources experience, or an equivalent combination of training and experience. Professional in Human Resources (PHR) certification preferred.

Level 4

PCLS: 02444

**Grade 80
Exempt**

Descriptors

Work is performed under administrative supervision. This is the independent senior professional level. Consult with clients on a range of human resources programs, activities and issues and serve as specialist in one or more human resource functional areas. Understand client organization and mission and provides proactive guidance. Responsible for resolving complex* or difficult human resources issues having broad potential impact. Issues may involve competing interests, multiple clients, conflicting policy or practice, a range of possible solutions, and other elements that contribute to complexity. Independently review departmental actions to determine conformity to University policy and regulation, federal and state requirements, and collective bargaining agreements. Interpret and/or negotiate collective bargaining agreements. As human resource specialist, provide advice and guidance in specialty area(s) to human resource professionals system-wide; lead and facilitate cross functional teams having regional or system-wide impact. Conduct organizational reviews and assessments and recommend action to implement organizational change and/or to resolve human resources and employee relations issues. May lead** or supervise** professional staff as a secondary function.

Knowledge, Skills, and Abilities

Same as level three, plus: Expert knowledge of human resources programs, procedures, rules and regulations, federal and state requirements and University systems. Demonstrated knowledge of organizational development and assessment processes and change management. Expert analytical and problem solving skills. Ability to foster effective working relationships and build consensus among team members and divergent groups. Ability to negotiate collective bargaining agreements.



Education and Experience

Bachelor's degree in Human Resources or other related field and three years progressively responsible professional human resources experience, or an equivalent combination of training and experience. Professional in Human Resources (PHR) certification preferred.

Level 5
PCLS: 02445

Grade 81
Exempt

Descriptors

Work is performed under general direction. Serve as an assigned professional expert in one or more functional human resource areas, or supervise** a professional human resource team or unit. Provide expert advice and guidance and apply knowledge and expertise to resolve and make decisions on complex* strategic/mission critical issues. Assignments generally have no defined process for problem resolution and often have wide/precedent setting impact. Provide expert advice regarding labor and employee relations, organizational design and development, dispute resolution, progressive discipline and corrective action, faculty and staff collective bargaining, compensation, and affirmative action and diversity. Typically has a broad circle of influence providing guidance and assistance to the University system, handling or overseeing the most sensitive, complex*, or critical human resource issues.

Knowledge, Skills, and Abilities

Same as level four, plus: Expert knowledge of developments in the field of human resources. Ability to mediate and resolve conflicts/disputes of the most sensitive, complex and critical nature. Ability to represent the University in complex employee relations matters and arbitrations. Ability to negotiate complex collective bargaining agreements. Ability to conduct legal research, prepare written and oral advice. Ability to respond to legal and administrative pleadings and documents.

Education and Experience

Bachelor's in Human Resources or related field and four years progressively responsible professional human resources experience, or an equivalent combination of training and experience. Master's degree preferred. Professional in Human Resources (PHR) certification preferred.



- * **Complexity:** Refers to the higher level of interpretation of and diversity of rules and regulations (e.g. Federal and State laws, statutes and regulations, and University policies, procedures and regulations). Complex positions typically work with external constituencies, multiple departments, faculty and campuses. Complexity increases as positions more frequently work with these entities. Complexity increases as positions become specialists and positions require more knowledge, training and depth in a specialized area, or require more breadth in multiple areas. Complex positions also work with problems and projects that require more innovative and original solutions.

- * **Scope:** Refers to the impact a unit/department has on the school, campus, or University system. Scope also refers to the impact of recommendations or decisions a position has on policies/regulations and the political sensitivity or scrutiny of actions taken.

- ** **Lead:** Provide day-to-day guidance, training and direction for staff in addition to other duties. Regularly assign and review work. Individual must be fluent in assigned area of responsibility.

- ** **Supervise:** Hire, train, evaluate performance and initiate corrective action.

- *** Exemption status determined on a case-by-case basis. Essential functions of each job will be reviewed and evaluated in accordance with Fair Labor Standards Act regulations.

[July 2009 revisions included formatting document for consistency, and adding alternate PCLS information.]