WASHINGTON STATE DEPARTMENT OF PERSONNEL

Specification for Class of

HUMAN RESOURCE CONSULTANT ASSISTANT (19101)

CLASS SERIES CONCEPT

Human resource professionals are involved in assignments that frequently crossover or merge traditional functions and specialties. Many are leading, facilitating, or coaching others regarding a wide range of organizational, leadership, and human resource issues. It is anticipated that the current trend will continue, resulting in human resource personnel continuing to assume greater responsibility in addressing organizational issues as they work with agencies to maximize both organizational and staff resources.

The Human Resource Consultant is a professional series with a paraprofessional assistant level. Positions in this series may require specialization in one or a limited number of human resource areas or may be assigned a wide variety of responsibilities.

Examples of professional responsibilities typically assigned include, but are not limited to: classification, compensation, recruitment, selection, affirmative action, diversity, staff and leadership development and training, career counseling, employee recognition and motivation, advising management on corrective and disciplinary actions, representing an organization in appeals or grievances, conducting labor negotiations, mediation or arbitration, organizational analysis or development, interpretation and application of laws, rules, policies and procedures, and other personnel services. Positions may also be assigned workplace safety or security issues, loss control analysis or prevention, program or policy development, quality consultation, or other functions relating to human resource management in an organization.

Examples of paraprofessional or technical responsibilities typically assigned include, but are not limited to: interpreting rules and policies to direct payroll actions, explaining human resource policies, procedures, and programs to employees, managers, the public, and others; providing technical assistance to support the professional responsibilities listed above; providing guidance to others in registering or applying for human resource programs, completing requests for personnel actions, benefits, etc.; providing training or orientation in area of responsibility; maintaining confidential records and generating reports.

CORE COMPETENCIES

The behaviors described in the core competencies exemplify the level of work described in the definition and distinguishing characteristics. These competencies are intended to a) provide supporting information for allocation decisions, b) provide guidance for career development planning, c) provide a framework for performance expectations and d) provide common elements for selection. Only common competencies are listed; it is anticipated that the relative importance of each will vary from position to position. Technical knowledge and skill requirements will also vary significantly and therefore are not listed among the core competencies.

This series is written so that each higher level incorporates the previous level.

HUMAN RESOURCE CONSULTANT ASSISTANT

<u>Definition</u>: Performs a variety of paraprofessional or technical duties in one or more human resource areas as human resource support to management and staff.

<u>Distinguishing Characteristics</u>: Assistant to the professional levels and management. Works independently under general supervision and within established guidelines. Applies specialized knowledge and uses independent judgment in resolving technical and paraprofessional problems and interpreting and applying established human resource rules, policies, regulations or procedures. May lead or supervise support staff. May provide general office support as a part of the job, but not as the primary function.

<u>Core Competencies</u>

Consulting: Provides information and options in a timely manner; asks questions to ensure that appropriate and complete information is being provided.

Analysis and Problem Solving: Identifies issues*;* addresses problems; adapts new information to situations; involves appropriate parties; develops and recommends options to resolve issues, problems, and complaints; reviews statistical or other data; enters and uses human resource data in various database systems.

Communication and Interpersonal Interaction: Establishes trust and credibility with others; exhibits respect, active listening and questioning, openness, sensitivity, and discretion; respects confidentiality; remains calm while dealing with distressed or hostile people. Presents ideas effectively to diverse individuals and groups; absorbs new information; uses information to develop and communicate decisions.

Customer and Business Orientation: Develops and maintains effective working relationships with diverse customers; obtains needed information; works well with persons of diverse backgrounds; ensures that customers' technical human resource needs are met.

Change Leadership: Is open to change and new ideas; adapts readily to new situations; uses existing tools and resources to do things differently and improve methods and outcomes within current assignment.

Teamwork: Assumes and shares responsibility; follows through on assignments in a timely manner; collaborates with team members.

Research and Investigation: Obtains, organizes, and maintains data to support research and investigation. Researches information from existing databases, sources, and procedures.

<u>Desirable Qualifications</u>

Demonstration of core competencies. Associate degree or certificate in administration, business, human resources, or related field and senior level office support or administrative experience OR comparable education and/or experience.

Specific technical knowledge or experience may be required based on position assignments.

New class: Adopted 6-10-99 effective 7-1-99 (Replaces: HRC Assistant (HRA 1&2, HRD Assistant, Aff. Act Off. Trainee), HRC 1 (Affirmative Action Officer 1, Personnel Assistant, HRD Spec 1, Personnel Officer 1, Personnel Analyst 1), HRC 2 (HRDS 2, AA Officer 2, PO 2, PA 2), HRC 3 (HRDS 3, PA 3, PO 3, AAO 3), HRC 4 (HRDS 4, PA 4, PO 4, LR Spec, AA Prog Admin, C&P Spec, HRDS 5, PO 5)