

WASHINGTON STATE DEPARTMENT OF PERSONNEL

Specification for Class of

HUMAN RESOURCE CONSULTANT 1 (19102)

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.

Definition: Performs routine professional human resource duties.

Distinguishing Characteristics: First professional level in the series. Works under the regular guidance of a higher level human resource professional or manager. Supervisor typically reviews work in progress as well as outcomes, provides advice or direction regarding work procedures, and assists with work prioritization. May have a specific assignment that is mostly routine and of limited scope or may provide assistance on a portion of a project. May work in a developmental or training capacity in preparation for a higher level. May lead or supervise support staff.

Core Competencies

Consulting: Carefully listens to needs of clients; provides advice on specific courses of action; researches, assesses and analyzes situations; plans ahead; uses a collaborative approach; exercises listening, questioning, motivating, influencing, and decision making skills.

Analysis And Problem Solving: Identifies issues; assesses problems; anticipates consequences; uses logical, rational approach; develops options and strategies to resolve issues, problems, and complaints; compiles and reviews statistics or other data.

Communication And Interpersonal Interaction: Influences others; exhibits flexibility, creativity, consistency, fairness and trust; demonstrates effective communication orally and in writing; has a calming effect in stressful or hostile situations; collects and reviews data to present clear recommended courses of action; listens and uses new information.

Customer Focus and Business Orientation: Understands customers' interests and needs; proposes appropriate alternative solutions; balances diverse needs of customers; develops effective working relationships with customers; exercises knowledge of contemporary diversity issues; ensures that human resource services provided meet the customers' needs.

Change Leadership: Seeks new information; questions why things are done; tries new approaches.

Teamwork: Understands and demonstrates knowledge of organizational and group behavior; promotes teamwork.

Research and Investigation: Assists other professional staff in research and investigation.

Desirable Qualifications

Demonstration of core competencies. A Bachelor's degree with focus on business, human resources, social or organizational behavioral sciences, or related field OR comparable education and/or experience in human resources.

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)