

WASHINGTON STATE DEPARTMENT OF PERSONNEL

Specification for Class of

HUMAN RESOURCE CONSULTANT 4 (19105)

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: Serves as an assigned professional expert in one or more functional human resource areas; or supervises professional or other human resource staff members.

Distinguishing Characteristics: Professional expert or supervisory level. Assignments require application of knowledge and expertise to make decisions on complicated issues. These assignments often require proactive intervention and have wide or precedent setting impact. Provides advice and consultation to organization management, lower level professional staff, and peers. Handles or oversees the organization's most sensitive, complex, or critical human resource issues. Provides advice and guidance and/or supervises professional or other staff members.

Core Competencies

Consulting: Makes decisions and develops options to issues having broad impact; facilitates organizational response to an issue; demonstrates understanding of global perspective and organizational development and behavior; consistently applies leaderships principles, conflict resolution, proactive intervention, group facilitation skills, and contract and negotiation skills.

Analysis And Problem Solving: Facilitates the problem solving process at the organizational level; develops problem solving skills in others; develops collection and analysis methods for statistical or other data; designs, implements and modifies human resource database systems. Problems encountered have high visibility and liability.

Communication And Interpersonal Interaction: Independently counsels managers and employees on significant challenges; fosters development of interpersonal skills in others; negotiates resolutions to conflicts which seem to be at an impasse; is sought out by others as the top level communicator in area of expertise.

Customer Focus and Business Orientation: Identifies and advocates for changes necessary to better meet customer needs; provides guidance to agency in area of expertise such as diversity, labor relations, employee development, etc.

Change Leadership: Influences organizational change; provides consultation to develop change strategies; aligns changes with the organization's strategic direction and objectives; advocates for positive outcomes; coaches and mentors staff and leaders.

Teamwork: Develops and facilitates interdisciplinary teams having agency-wide or statewide impact; demonstrates broad knowledge of the organization's authorizing environment and the team's role within that structure.

Research and Investigation: Determines sources of information and methods for informational gathering and analysis; provides guidance on agency investigations; conducts the most complex or sensitive investigations.

Desirable Qualifications

Demonstration of core competencies. A Bachelor's degree with focus on business, human resources, social or organizational behavioral sciences, or related field and three years of broad-based professional human resource experience, including facilitating organizational development or change, and advising and consulting on human resource issues OR comparable education and/or experience.

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)