

HRSD

Position Description: Human Resources Specialist

Section I. Position Reference Information

a.	Department	General Management
b.	Division	Human Resources Division
c.	Position Title	Human Resources Specialist
d.	Immediate Supervisor	Chief of Human Resources
e.	Work Center	Customer Service Building
f.	Grade	7

Section II. Position Summary

Under broad guidance, the Human Resources Specialist is responsible for:

- a. Performing a wide variety of increasingly responsible technical and professional duties in support of HRSD's Human Resources (HR) Division functions
- b. Supporting and promoting continuous improvement initiatives to enhance division services to internal and external customers
- c. Working as a self-starter and one who collaborates effectively with other individuals, groups and teams, given that the nature of work requires working both independently and coordinating the work of others

Section III. Examples of Position Duties

- a. Administers assigned activities of Human Resources Division in numerous areas such as recruitment, wellness program, leave and disability programs; insurance programs like health, life and in some cases, worker's compensation issues; tax savings initiatives, and retirement programs
- b. Provides oversight in the performance of duties in regard to EEO principles and practices
- c. Performs research on a variety of division topics and prepares draft reports and correspondence and presentations on the same
- d. Stays abreast of changes in employment laws and programs that affect HRSD employees
- e. May conduct and respond to surveys about public and private sector HR issues such as pay, benefits, and certain policy matters, or participate on multi-jurisdictional teams studying common HR topics
- f. Provides best practices in the areas of the HR profession and HRSD Mission, Vision, and Values in the course of performing duties
- g. Assists employees at every level in a variety of areas regarding individual and policy issues which may involve recognizing and reconciling conflicts at early stages, alerting management to serious or particularly sensitive issues, and answering questions
- h. Makes recommendations regarding procedural and policy issues regarding these programs and employment transactions such as promotions, demotions and discipline
- i. Schedules and authorizes various compliance activities such as Department of Transportation (DOT) Drug Testing program and vehicle license verification
- j. Prepares and conducts training sessions on HRSD benefits during annual open enrollment meetings, quarterly orientation sessions, and other employees as needed
- k. Makes process improvements recommendations affecting division operations

- l. Participates in various committees or teams focusing on HRSD's quality initiatives and/or strategic plan
- m. Regularly uses a variety of HR professional resources and tools to ensure Division practices are in accordance with HRSD policy and accepted standards of the Human Resources profession
- n. Establishes and maintains a variety of confidential and administrative records and reports in support of division functions; assists management in preparing budget and other division proposals
- o. Provides guidance to subordinate staff members and assists in scheduling and supervising their work; performs responsibilities in a manner that establishes productive working relationships with internal and external contacts
- p. Work requires extensive use of a personal computer to create and maintain necessary databases, reports and records; uses other standard office equipment as required
- q. Performs other duties as assigned

Section IV. Position Contacts

- a. Standing Committees, Boards, and Organizations
 - 1. Required
 - a) Member – Various quality initiatives as requested
 - b) Member – Society for Human Resources Management (SHRM) **and/or** Member – Intergovernmental Public Management Association (IPMA)

b. Internal Contacts

<i>Contact</i>	<i>Purpose</i>	<i>Frequency</i>
Employees	Interact with employees, supervisors and managers on a variety of recruitment, apprenticeship and benefit related topics	Daily
Accounting Staff	Work with personnel regarding position control, budget, employee transactions, benefits, etc.	Weekly
Employees/Supervisors	A variety of employee relations issues	Daily
Directors/Senior Managers	Sensitive employment relation issues	Daily

c. External Contacts

<i>Contact</i>	<i>Purpose</i>	<i>Frequency</i>
Recruitment resources (newspapers, online recruitment, educational institutions, applicants, consultants, vendors etc.)	Recruitment activities such as job postings, news ads, etc.	Daily
Benefit contacts (Virginia Retirement System, ICMA, ING, Assurant, CIGNA, Delta Dental, FBMC, Minnesota Life Insurance Company)	Benefit related issues such as retirements, health insurance, life insurance, deferred compensation, etc.	Weekly
Citizens, Vendors, and General Public	Provide general information and answer questions as needed	Daily

Section V. Position Accountabilities and Expectations

- a. Compliance – HRSD remains in 100% compliance with Federal and state EEO laws including: Title VII of the 1964 Civil Rights Act, Americans with Disabilities Act (ADA); The Age Discrimination and Employment Act (ADEA); Family and Medical Leave Act (FMLA); IRS guidelines for cafeteria benefits plan and deferred compensation administration under IRS; VRS for retirement and life insurance issues; regulations and protocols established by benefit providers for Health and Life Insurance and the EAP; Health Insurance Portability and Accountability Act 1996 (HIPPA), Consolidated Omnibus Budget Reconciliation Act (COBRA); Fair Credit Reporting Act for background checks; DOT for CDL drug testing; DMV for licenses status and driver monitoring program; Drug-free workplace Act; US and VAOSHA guidelines and those of liability insurer carriers Fireman’s Fund, Reliance, PMA and WAUSAU for OJI’s
- b. Financial – HR expenditures are maintained with HRSD budget guidelines, budget projections are based on sound analysis
- c. Process –Improvements in the Human Resources Management System and other programs and processes administered by Human Resources are continuously made, including the automating of manual processes
- d. Human Resources Management – Employees are effectively utilized; employees are developed to take on more responsible roles; work place is free from harassment, Training and Development is visibly supported; ensures employment policies and procedures are applied uniformly
- e. Customer Satisfaction – Customer feedback on HR’s service (internal and external) indicate customers’ needs are met
- f. Timeliness – Meets deadlines for EEO, Workers Compensation, FMLA and HRMS reports, employee relations issues and responses due to customers (internal and external) are made in a timely manner
- g. HRSD Competencies – Consistently demonstrates HRSD Universal Competencies associated with Human Resources Management

Section VI. Working Conditions

- a. Must be able to work at a middle manager level in a team-oriented culture
- b. Must have the ability to establish and maintain effective working relationships with HRSD employee and outside contacts
- c. Indoor work environment within an office setting; extensive use of HR technology
- d. Must be able to work with and retain confidentiality of a variety of personnel information
- e. Must be able to work well in a busy office environment with deadlines and continuous interruptions
- f. Must be able to work overtime and/or unusual hours as necessary
- g. Must be able to make presentations orally and in writing
- h. Must be able to travel by car inside the HRSD service area and outside to professional events if necessary

Section VII. Physical Requirements

- a. Must have the physical dexterity to accomplish the duties defined herein
- b. Must be able to walk, climb, bend and stand at least 20% of the workday
- c. Work requires light lifting ability (20 to 50 pounds)
- d. Must be able to drive a vehicle

Section VIII. Other

- a. Medical certification of physical requirements may be required
- b. Must be currently authorized to work for any U.S. employer
- c. Must be able to maintain a good driving record

Section IX. Qualification Standards

- a. Education
 1. Required
Bachelors degree in Business, Public or Human Resources or closely related field such as benefits, training or compensation
 2. Desired
College level course work in several areas of the Human Resources profession
- b. Experience
 1. Required
 - a) Four years experience of increasingly responsible technical, administrative and professional experience in human resources work, preferably in a public area with two years of professional level experience
 - b) Must be able to operate a PC proficiently, and be able to work with various software programs such as report writers, word processing, and spreadsheets
 2. Desired
Four years responsible professional Human Resources experience in one or more specialty areas such as recruitment/selection, benefits, compensation, and/or training
- c. Job-specific Technical Competencies
 - Required
 - a) Knowledge of human resources profession including procedures and laws
 - b) Ability to conduct independent research
 - c) Skilled in the use of personal computers, MS Office software and electronic database
- d. Job-specific Behavioral Competencies
 - Sets Clear Performance Goals
 - a) Ability to establish and maintain effective working relationships with HRSD employees, applicants and outside contacts; to work with and retain confidentiality of a variety of personnel information
 - b) Ability to communicate effectively, both orally and in writing, and to prepare correspondence and reports
 - c) Ability to follow complicated oral and written instructions; to evaluate problems and take necessary courses of action leading to workable solutions
 - d) Must have good organizational & written/oral communication skills, including public speaking
- e. Special Licenses
 1. Required
Valid driver's license from state of residence
 2. Desired
PHR (Professional in Human Resources) certification from SHRM
- f. [HRSD Universal Competencies](#) (see link on previous page)