

HUMAN RESOURCE CONSULTANT I

DISTINGUISHING FEATURES: The Human Resource Consultant I is a personnel generalist, responsible for the delivery of an array of day-to-day human resource services to bureau customers (e.g., departments, employees, job applicants, and retirees). Primary responsibilities include consultation and proactive planning with City operating units and the coordination of workflow within the bureau to deliver efficient and effective human resource services. Human Resource Consultants I perform a variety of tasks which support established programs and services. Performs related work as required.

TYPICAL WORK ACTIVITIES:

Initiates and monitors transactions for conformance with established policies and procedures in specified areas of human resource management;
Applies and interprets policies and procedures in personnel actions and activities, seeking guidance for unusual situations;
Consults with others internally and externally to resolve issues in a personnel specialty areas;
Advises bureau staff, department personnel, and the public regarding day-to-day aspects of human resource management;
Collects, compiles, and analyzes information and data about program activities, proposed personnel actions, and program or procedural changes, and identifies alternatives and makes recommendations;
Writes standard correspondence and documentation related to personnel activities, and drafts material related to non-routine matters;
Reviews applications (e.g., employment, exams, benefits) requiring an interpretation of established standards;
Facilitates group discussions and activities;
Maintains a variety of reports;
May lead or supervise technical or clerical employees.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of multiple specialties in human resources;
Ability to deliver good customer service;
Ability to establish and maintain effective working relationships;
Ability to negotiate effectively;
Ability to engender the trust and respect of others;
Ability to apply regulations and guidelines consistently and fairly;
Ability to apply standard policies and practices to make appropriate decisions;
Ability to compile, organize, and evaluate information and numerical data;
Ability to analyze information and numerical data;
Ability to infer appropriate courses of action based on past practices;
Ability to facilitate resolution to problem situations and to select appropriate alternatives or solutions to problems;
Ability to recognize stakeholders and involve the appropriate parties;
Ability to anticipate problems;

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ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES: (Continued)

Ability to explain processes, procedures, and other factual information;
Ability to obtain information from a variety of sources;
Ability to communicate effectively;
Ability to listen carefully to others (for alternative points of view, to interpret customer needs and desires);
Ability to communicate effectively in writing;
Ability to build consensus and coalitions;
Ability to read, understand and interpret instructions, rules, regulations, laws and contracts;
Ability to balance multiple demands;
Ability to attend to detail;
Ability to work independently;
Ability to use an automated database system to maintain data and generate reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

All the Entry Level KSA's **PLUS**
Knowledge of federal, state, and local laws, regulations, rules, and professional guidelines that affect personnel actions;
Knowledge of public personnel administration principles and practices;
Knowledge of the principles of organizational behavior and change;
Knowledge of conflict resolution techniques.

MINIMUM QUALIFICATIONS:

High School Diploma or GED, **PLUS** either A, B, or C:

A. Bachelor's degree in any field and one (1) year experience in a human resource function which primarily involved all of the following: client interface and consultation; analysis and recommendation; evaluation for compliance with employment regulations such as Fair Labor Standards, FMLA, COBRA, HIPAA, etc.;

OR

B. Associate's degree in any field and two (2) years experience as described in Section A;

OR

C. Four (4) years of experience as described in Section A.

ADOPTED: JANUARY 11, 2001

REVISED: OCTOBER 21, 2004

FORMERLY HUMAN RESOURCE SPECIALIST

REVISED: WITH TITLE CHANGE: September 15, 2005