

WASHINGTON STATE DEPARTMENT OF PERSONNEL

Specification for Class of

HUMAN RESOURCE CONSULTANT 2 (19103)

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: Consults with and provides assistance to managers and employees regarding human resource issues.

Distinguishing Characteristic: Experienced professional level. Works under general guidance of a higher level human resource professional or manager. Supervisor typically reviews outcomes and provides advice or direction as needed. Work performed is complex rather than routine, but impact of decisions is generally limited. Assignments normally involve making decisions and judgments within established precedents. May supervise or lead support, technical, or paraprofessional staff. (Supervision of others should remain an incidental rather than primary function.)

Core Competencies

Consulting: Provides advice regarding specific courses of action, demonstrating awareness of potential impact and liability and ability to apply pertinent laws, rules and policies; works to gain consensus among parties.

Analysis And Problem Solving: Analyzes and interprets statistical or other data and applies information to specific issues; takes calculated risks. Problems addressed typically have established precedent and limited impact.

Communication And Interpersonal Interaction: Counsels and advises managers and employees; uses judgment and discretion in relating to others. Demonstrates effective communication orally and in writing; listens and understands the implications of what others are saying; develops rapport and good working relationships; presents information in a format that can be understood by the audience.

Customer focus and Business Orientation: Anticipates customers' needs and understands customers' organization to be able to propose solutions readily; maintains effective working relationships with customers even when there is a regulatory component to the work.

Change leadership: Identifies opportunities for improving and streamlining work processes beyond specific assignment; focuses on outcomes; takes calculated risks.

Teamwork: Understands perspectives and abilities of team members where individual goals may differ; assesses strengths/weaknesses in team members; contributes based on assessment and personal level of experience or expertise.

Research and Investigation: Researches and analyzes information from multiple sources; assists on large or complex investigations or conducts less 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 one year of professional human resource 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)