

WASHINGTON STATE DEPARTMENT OF PERSONNEL

Specification for Class of

HUMAN RESOURCE CONSULTANT 3 (19104)

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 a skilled, experienced, senior level human resource consultant/advisor.

Distinguishing Characteristics: Independent senior professional level. Works under minimal supervision with responsibility for resolving complex or difficult human resource issues having broad potential impact. Issues may involve competing interests, multiple clients, conflicting rules or practices, a range of possible solutions or other elements that contribute to complexity. Has full authority to prioritize and handle all issues within assigned area of responsibility. May supervise, lead, or provide guidance to support, technical, paraprofessional, or lower level professional staff. (Supervision of others should remain an incidental rather than primary function.)

Core Competencies

Consulting: Provides advice on situations requiring immediate attention; exercises knowledge of human resource issues, leadership principles, and organizational behavior; exercises conflict resolution, proactive intervention, group facilitation, and contract and negotiation skills.

Analysis And Problem Solving: Facilitates the problem solving process; anticipates problems; acts as a mediator, facilitating effective outcomes for all parties; influences new ways of thinking; understands work group concerns and problems; develops statistical or other data. Problems encountered are complex with potential broad impact.

Communication And Interpersonal Interaction: Uses independent judgment during challenges. Presents complex ideas and information in a way that is understandable and appropriate for the audience; uses appropriate channels of communication; fosters effective working relationships among divergent groups by proposing solutions to resolve conflict; builds consensus.

Customer Focus and Business Orientation: Understands customers' organization and mission and provides proactive guidance; exercises knowledge and understanding of processes and proposes efficiency changes; provides services related to diversity issues.

Change Leadership: Assesses problems and proposes actions and resources needed to accomplish changes; supports organizational change by facilitating the implementation of appropriate change strategies; assists others in dealing with changes.

Teamwork: Develops and leads or coaches teams using appropriate process planning to achieve goal; applies coaching principles and performance understanding and analysis.

Research and Analysis: Researches and verifies information; identifies the type of information needed and where to obtain it; applies analytical skills to data and formulates a determination and recommendations; conducts 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 two years of professional human resource experience including assessing and facilitating solutions for human resource problems and issues 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)