

**New York State Department of Civil Service**  
DIVISION OF CLASSIFICATION & COMPENSATION

**Occ. Code 1436100**

<b>Human Resources Specialist 1, Grade 18</b>	<b>1436100</b>
<b>Human Resources Specialist 2, Grade 23</b>	<b>1436200</b>

Brief Description of Class Series

Human Resources Specialists perform and supervise the performance of various human resources activities such as staffing services, which consist of recruitment, examination, and placement activities; position classification and compensation; and employee services such as employee benefit, health and safety, employee counseling, and employee recognition to build and maintain a workforce that is effective in accomplishing the agency's mission and goals within the framework of the merit system. In addition, they may assist in the organization's labor relations and staff development programs.

These positions are classified in various State agencies.

Distinguishing Characteristics

*Human Resources Specialist 1:* full performance level; performs tasks in one or more of the above cited functional areas. Incumbents may perform fact-finding activities in disciplinary cases, grievances and human rights cases; and assist in the organization's staff development program. Incumbents may supervise entry level professionals and administrative support employees.

*Human Resources Specialist 2:* first supervisory/advanced performance level; performs duties in the functional areas listed above and is generally responsible for a significant segment of the overall agency human resources program. Incumbents typically supervise a subordinate staff, including Human Resources Specialists, trainees, and administrative support employees. Under general direction, incumbents operate with relative independence in planning, organizing, conducting, and coordinating human resources activities to attain specific objectives. They may personally conduct studies with significant agency ramifications and participate on intra or interdepartmental committees concerned with resolving broad issues in human resources administration.

## Related Classes

Associate Directors Human Resources oversee staffing services, which consist of recruitment, examination, and placement activities; position classification and compensation; and employee services such as benefit, health and safety, employee counseling, and employee recognition programs of a State agency, facility, or cluster of facilities. Incumbents directly supervise professional staff who perform specific staffing, position classification, staff development, employee services, and general support activities in recruiting, developing, and maintaining a competent workforce to achieve the agency's goals and objectives.

Associate Directors Human Resources (Labor Relations) develop, coordinate, and maintain the labor relations program of a State agency. They administer employee discipline and grievance procedures; participate in negotiations with employee representatives; work with labor/management committees; and provide technical advice and assistance to agency management in implementing negotiated contracts and maintaining effective labor relations.

Training Specialists develop and present training programs to improve the on-the-job knowledge, skills, and abilities of employees to better enable them to carry out an agency's mission, including the care and treatment of vulnerable persons in the care and/or custody of the State. They develop and administer contracts for the provision of specialized training services or initiatives. They work in a broad array of agencies, including those with institutional, facility, and community-based settings or intergovernmental roles. They may also develop and present specialized training to local government employees, contractors and vendors, external human service agency employees, and volunteers.

## Illustrative Tasks

### *Human Resources Specialist 1 and 2*

Performs the full range of supervisory duties for Human Resources Specialists, trainees, and administrative support employees engaged in activities related to recruiting, developing and maintaining an adequate and competent workforce.

Trains or oversees the training of new employees in the procedures and techniques required to perform their job. Provides needed retraining and interprets applicable laws, rules, and regulations.

May assist in developing and maintaining an agency's classification plan, consistent with agency goals.

Plans and administers the organization's classification program, or a specific segment thereof.

- Reviews organizational relationships and the impact of changing programs on existing positions and organizational structures.
- Conducts pertinent audits and studies, analyzes data and develops appropriate classification recommendations.
- Develops and/or reviews requests for new positions, reclassifications, reallocations, earmark releases, increased minimum hiring rates, geographic, and shift pay differentials, and related classification and compensation matters.
- Prepares or supervises the preparation of agency classification requests and justification. Confers with program staff, Department of Civil Service, and Division of the Budget representatives to further explain and support classification proposals.
- Conducts or supervises the conduct of preliminary job analyses for given classes. Develops and analyzes detailed information on job functions to form a job-related basis for test planning. Coordinates the process with appropriate program staff and Department of Civil Service representatives.
- Supervises the maintenance of position descriptions along with job requirements. Drafts Classification Standards for agency specific titles.
- Reviews tentative Classification Standards. Coordinates with affected program staff for appropriate and timely comments.
- Conducts or supervises the conduct of classification surveys.

Plans, conducts, or supervises the conduct of an organization's recruitment program.

- Identifies staffing needs and hard-to-fill positions.
- Confers with agency program managers and Department of Civil Service representatives on possible actions to meet specific recruitment needs.
- Drafts advertisements and selects appropriate media to recruit needed candidates.
- Establishes and maintains a working relationship with potential recruitment sources such as high schools, vocational schools, colleges, and professional organizations. Attends conferences and addresses gatherings to identify candidates for position vacancies.
- Corresponds or meets with potential applicants to resolve pertinent questions on job opportunities.

Assists in developing and maintaining an agency's examination program in cooperation with and under the general guidance of the Department of Civil Service.

- Reviews status of eligible lists, examination schedules, and existing and anticipated staff requirements to identify critical examination considerations. Confers with agency program managers and Department of Civil Service representatives on possible actions, such as spot recruitment or accelerated examinations, to resolve critical needs.
- Drafts examination announcements, suggests minimum qualifications, and examination scope using program administrators as a primary resource.
- Reviews job analysis data for a given class of positions to evaluate appropriate knowledges, skills, and abilities required. Confers with agency program managers and Department of Civil Service representatives to develop the form and scope of the examination as well as appropriate validation.
- Prepares and/or reviews possible examination questions and recommends expert examiners to the Department of Civil Service.
- Conducts or supervises the conduct of decentralized examinations as authorized by the Department of Civil Service. May serve as oral examiner or assist in the administration of oral examinations.
- May suggest rating scales designed to identify the most qualified candidates. Ensures that examination materials are secure by following examinations security procedures and that eligible lists are properly maintained.

Supervises the administration of a number of tasks pertaining to the appointment, assignment, and evaluation of staff.

- Oversees the maintenance of a position or item control system to facilitate effective and efficient utilization of staff.
- Supervises the canvass of eligible lists and arranges for appropriate program supervisory participation in employment interviews. May personally interview candidates for vacant positions.
- Confers with program managers, other agency administrators and Civil Service representatives to resolve questions relating to the transfer or reinstatement of employees.
- Maintains liaison with program managers to ascertain current and projected staffing requirements.

- Administers reductions in staff in accordance with agency resources and priorities, Civil Service Law and supporting regulations and procedures.
- Supervises or coordinates the preparation of employment transactions in accordance with Civil Service Law, State Finance Law and applicable rules, regulations and directives.
- Develops and maintains effective procedures for timely probationary performance evaluations and for annual employee work performance ratings and appraisals. May personally review employee evaluations to identify problems.
- May assist in the training of first line supervisors in effective techniques of performance evaluation and appraisal.
- Advises program managers, supervisors and employees on applicable laws, rules, directives or negotiated agreements that affect the appointment, promotion, termination, or salary of employees.
- May oversee maintenance of up-to-date seniority listings for layoff purposes.

Administers various employee services.

- Supervises the on-boarding of new employees.
- Oversees the preparation and updating of agency employee manual and employee informational handbooks.
- Supervises or coordinates the administration of employee insurance programs, survivor benefits, workers' compensation, organizational health, safety and programs including pre-retirement counseling, which may be performed by an enterprise service provider.
- Oversees the administration of the time and attendance rules as modified by negotiated agreements; and pertinent leave programs such as military, educational, and sick leave.
- Plans, develops, and administers employee recognition and award programs.
- Counsels employees to rectify existing or potential problems. May consult with concerned program staff to explore alternative solutions.
- Disseminates information on training and promotion opportunities and related programs for employee self-improvement. May counsel individuals on career programs and goals.

Conducts special studies to gather and evaluate information to be used by management to solve a problem or to improve the agency's human resources program.

May conduct surveys of best practices of other agencies, private companies, or other governmental jurisdictions to obtain data and benchmarks.

May supervise the audit of programs such as administration of attendance rules, workers' compensation cases, and performance ratings to gather data and evaluate them against agency needs and objectives; and recommend or implement appropriate remedial actions.

Identifies staff development and training needs through discussions with program managers.

- Explores short- and long-range training needs, such as orientation classes, on-the-job training, rotational assignments, and on- and off-site formal classes. Initiates action to obtain needed training resources.
- Plans, organizes, schedules and coordinates training program.
- May personally conduct training sessions on given subjects.
- Reviews and evaluates effectiveness of training effort through audits of individual classes and discussions with program managers.

Prepares or supervises the preparation of various reports and related correspondence.

May supervise the activities of a clerical unit in preparing and processing the agency's payroll.

### Communication

Incumbents in these classes have frequent oral and written communications with program managers, agency administrators, employees at all levels, and others to identify and resolve various existing or potential human resources problems. Within the agency, incumbents may act as technical advisors on certain aspects of the human resources program, assist in giving interpretations of negotiated agreements to ensure common understanding, obtain background data on classification and staffing needs for given programs, and explain and support agency talent management policies and goals. Incumbents may interview candidates for vacant positions, counsel employees to improve performance problems, and advise employees on available benefits and career training opportunities. In addition, incumbents may conduct fact-finding actions in disciplinary and grievance cases.

Outside the agency, incumbents have frequent oral and written communications with the Department of Civil Service representatives regarding employment transactions, list certifications, examination requirements and classification requests to expedite agency priorities. They also communicate with the Governor's Office of Employee Relations and the Department of Civil Service in resolving various employee and labor relations issues. In addition, incumbents interact with the Office of the State Comptroller to resolve salary problems; and occasionally meet with other agency representatives on matters of mutual concern. Incumbents may have periodic oral and written communication with professional groups and various school and community organizations to further an agency's recruitment program; frequent communications with various members of the public on human resources matters; and may engage in extensive written communication with arbitrators or hearing officers in the form of briefs or motions.

### Supervision Exercised

Human Resources Specialists 1 are supervised by a Human Resources Specialist 2 or 3 or a higher level administrator, who makes assignments, gives instructions and guidelines, is available for advice and assistance, and reviews periodic reports and completed work for conformance to established standards.

Human Resources Specialist 1 positions may supervise trainees and administrative support employees. Incumbents provide assistance, guidance and training to staff, make assignments, review work in progress to evaluate need for adjustments, and review completed work for quantity and quality.

Human Resources Specialists 2 and 3 perform duties requiring a high level of competence in the human resources field and generally work under broad guidelines from a higher level manager or Director Human Resources. They typically supervise and train entry-level professionals and administrative support staff. They assign work, give written and oral instructions and guidelines, are available for advice and to provide assistance, and review periodic reports and completed work for conformance to established standards.

### Minimum Qualifications

#### *Human Resources Specialist 1*

Open competitive: bachelor's degree and completion of a two-year traineeship.

#### *Human Resources Specialist 2*

Promotion: one year of service as a Human Resources Specialist 1.

## Attachment

**Note:** Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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## Parenthetic Attachment

### Human Resource Specialists 1, 2 and 3 (Labor Relations)

*Human Resources Specialist 1 and 2 (Labor Relations):* full performance level; independently performs a wide range of labor relations activities; may be the highest position in a small labor relations program; and may supervise lower-level staff engaged in labor relations activities.

*Human Resources Specialist 3 (Labor Relations):* oversees a medium size labor relations program for an agency or a group of facilities for a large agency; may supervise lower-level staff engaged in labor relations activities.

### Illustrative Duties

Plans, develops, and directs the labor relations program or a portion of it for an agency or a group of facilities; directs the implementation of collective bargaining agreements; represents the agency in both statewide and agency level negotiations; and directs or participates in labor management committees; provides expert advice and assistance to program managers and supervisors in disciplinary matters; reviews and evaluates policies and procedures; and recommends and implements new and revised ones; reviews and evaluates changes in negotiated agreements; and advises management of their impact on the labor relations program; conducts the most difficult and sensitive hearings and investigations; assesses labor relations training needs; and develops training materials and curricula regarding employee relations, collective bargaining, contract administration, and employee discipline; assists the Governor's Office of Employee Relations staff in presenting the State's case at improper practice hearings before the Public Employment Relations Board; develops proposals for funding labor management projects from the various quality of work life committees and assists in their implementation.

### Minimum Qualifications

#### *Human Resources Specialist 1 (Labor Relations)*

Open competitive: bachelor's degree and completion of a two-year traineeship.

#### *Human Resources Specialist 2 (Labor Relations)*

Promotion: one year of service as a Human Resources Specialist 1 (Labor Relations).

#### *Human Resources Specialist 3 Labor Relations)*

Promotion: one year of service as a Human Resources Specialist 2 (Labor Relations).