SARASOTA COUNTY GOVERNMENT
CAREER TRACK

HUMAN RESOURCES/EDUCATION PROFESSIONAL

SUB-CLASS CODE: See Below
EEO Code: Tier 1(05), Tier 2 & 3 (02)
FLSA: See Below
W/C CODE: 8810
PAY BAND: Professional/Technical

MAJOR FUNCTIONS - This is professional and consultative work supporting, educating and/or leading TPM program/
projects/teams. Areas of responsibility include: records management, policy/procedure formulation and interpretation, research and analysis, recruitment/employment, compensation and classification, performance management, employee/labor relations, training and development, project management, HR systems, process/quality improvement, group facilitation, curriculum/workshop design, program development and related TPM operational functions. Work exercises independent judgment and discretion for decision making. Positions typically report to a manager or general manager. Job duties, functions and qualifications satisfy criteria for exempt status as outlined under the Administrative Exemption in the Fair Labor Standard Act (FLSA) Wage and Hour Regulations.

Primary Purpose		
Tier 1 (non-exempt) Sub-Class Code 32436 Pay Grade 9931	**Tier II* (exempt)** Sub-Class Code 32437 Pay Grade 9932	**Tier III** (exempt)** Sub-Class Code 32438 Pay Grade 9933
Work is typically business unit related and under the direction of a unit manager. In general, work assignments include but are not limited to: ▪ Oversees records management ▪ Coordinates payroll/status changes ▪ Interprets and applies HR principles, policies and practices ▪ Researches and compiles data ▪ Prepares/generates reports ▪ Assists in hiring process ▪ Prepares materials for union negotiations ▪ Handles employee relation's issues including corrective and disciplinary actions and performance improvement plans ▪ Conducts minor investigations with assistance ▪ Drafts investigative reports ▪ Facilitates/trains/educates customers ▪ Responds to customer issues ▪ May supervise staff ▪ Oversees/monitors staff	**Work is typically business unit/project related under the direction of a unit manager. In general, work assignments include, but are not limited to:** ▪ Leads or assists with investigations ▪ Creates final investigative reports ▪ Assists with Grievance Committees ▪ Participates in Labor Management Committees ▪ Ensures compliance of regulatory/county principles, policies, practices ▪ Builds strong internal and inter-agency relationships ▪ Facilitates internal/external trainings ▪ Interfaces with supervisor/manager to provide detailed and technical project/unit information ▪ Identifies and handles moderately complex problems/issues and helps to resolve ▪ Assists with union negotiations ▪ Provides input on business plans/budget ▪ Assists in continuous improvement of systems and processes	**Work is typically consultative & more complex in nature. Partners with core services/units to provide support/advice to Exec. Dir.'s, GM's & managers. Work may involve leading special projects. In general, work assignments include:** ▪ Supports and provides counsel to ED's, GM's and managers ▪ Partners with Core Services/Bus. Units ▪ Conducts survey/job cost/process improvement analysis, analyzes data and creates and generates reports ▪ Interfaces with ED/GM to provide detailed and technical information ▪ Drafts policies, procedures and written correspondence for GM ▪ Identifies trends/problems through statistical analysis and offers solutions ▪ Prepares complex/statistical reports and presentations ▪ Conducts job audits ▪ Provides solutions to HR system issues ▪ Assists in creating business/budget plans ▪ Assists in establishing goals and objectives and performance measures

assignments	▪ Subject matter specialist	

Primary Purpose (continued…)

Tier 1	Tier II	Tier III
▪ Assists in conducting performance reviews ▪ Mentors/coaches staff/co-workers ▪ Performs unit special projects ▪ Participates on committees	▪ Creates on-line learning modules ▪ Participates on committees and task forces ▪ Participates or may lead a special project	▪ Presents to internal/external groups ▪ Participates and acts as expert on committees, task forces, etc. ▪ Assists with benefit projects ▪ Facilitates process improvement teams ▪ Develops and facilitates data-based, team learning activities ▪ Conducts team assessments ▪ Implements customized interventions ▪ Facilitates group-based interventions
	* Includes Tier 1 Duties	** Includes Tier 1 and 2 Duties

Core Competencies (Knowledge, Skills and Abilities)

Tier 1	Tier II	Tier III
Communication Skills		
▪ Ability to communicate effectively to internal and external customers ▪ Ability to maintain good working relationships ▪ Ability to maintain a high level of confidentiality ▪ Ability to interpret/communicate HR policies and procedures ▪ Ability to edit communication documents ▪ Ability to mentor and coach in a positive manner ▪ Ability to address various situations/issues professionally and tactfully ▪ Uses sound independent judgment	▪ Ability to establish and maintain good working relationships ▪ Ability to address policy, legal or regulatory issues ▪ Ability to organize and present information ▪ Ability to facilitate, educate and train internal/external customers ▪ Ability to speak clearly and calmly in positive and negative situations ▪ Ability to accurately understand/ interpret technical information and translate it into practical, relevant information and tools for learners	▪ Ability to interface and build strong, trusting relationships across the enterprise ▪ Possesses excellent consulting skills ▪ Ability to respond to high level, controversial issues ▪ Demonstrates excellent writing skills ▪ Ability to listen with patience and follow through on requests, issues, etc. ▪ Demonstrates group presentation skills ▪ Ability to be persuasive ▪ Ability to work with internal and external groups in decision-making ▪ Ability to facilitate group meetings that reflect a diversity of ideas and/or team conflict
All levels require ability to establish and maintain effective working relationships		
Project Management Skills		
▪ Ability to organize/ prioritize work ▪ Ability to use time effectively and efficiently ▪ Knowledge, use and understanding of HRMS database and Microsoft Office Application Programs ▪ Ability to assist with project work ▪ Knowledge of budgeting process ▪ Ability to monitor and track budget data	▪ Ability to set goals and manage timelines ▪ Ability to develop realistic action plans ▪ Ability to follow and meet timelines ▪ Ability to prepare materials and assist with projects as needed ▪ Ability to prioritize and organize information	▪ Ability to manage/lead a project ▪ Ability to develop and manage project details ▪ Ability to establish goals, objectives and timelines ▪ Ability to prioritize/organize information ▪ Ability to set and meet timelines ▪ Ability to analyze moderately complex issues ▪ Ability to make moderately complex business decisions ▪ Ability to design customized workshops

Technical Skills		
▪ Ability to prioritize, organize workload ▪ Ability to create documents in Word and Excel ▪ Knowledge of compliance regulations ▪ Knowledge of county, state and federal regulations ▪ Knowledge of HR practices, policies and procedures ▪ Ability to create/generate reports ▪ Ability to train/educate staff and co-workers ▪ Ability to work with simple legal documents ▪ Ability to develop schedules and assign work assignments ▪ Knowledge of the payroll system	▪ Ability to communicate and ensure compliance with HR policies and procedures ▪ Knowledge of contract negotiations ▪ Ability to gather technical data for negotiations ▪ Ability to work with moderately complex legal documents ▪ Ability to interpret and apply moderately complex principles, policies, practices ▪ Demonstrates accuracy and thoroughness ▪ Proficiency in creating Word, Excel and PowerPoint documents ▪ Ability to lead a work team ▪ Systems administration (LMS, ALE, etc.) ▪ Proficient use of on-line learning modules: Articulate, PowerPoint, Engage, Quizmaker, etc. ▪ Proficient use of SharePoint and other internet/intranet related tools	▪ Ability to identify trends through statistical analysis ▪ High level of interpersonal skills to handle sensitive/confidential situations ▪ Ability to develop/ensure compliance with HR practices, policies and procedures ▪ Ability to create moderately complex Word, Excel and PowerPoint documents ▪ Ability to use graphic software to compose, analyze and prepare reports ▪ Ability to anticipate/overcome barriers ▪ Knowledge of HRMS and other computerized HR applications ▪ Knowledge of research techniques and methods of data collection ▪ Ability to demonstrate excellent time management skills ▪ Knowledge of principles and practices of management, information technology, process improvement, quality assurance, and project management
Minimum Qualifications		
Tier 1	**Tier II**	**Tier III**
▪ Associate's degree from an accredited college or university with 3 years experience **OR** ▪ BS or BA degree in related field and 1 year experience preferred ▪ CCP/SHRM certifications preferred.	▪ BA or BS degree from an accredited college or university in Human Resources, Business, Public Administration, or related field and 3 years professional experience. Applicants that *do not* possess the degree but are enrolled in a degreed program (in Human Resources, Business, Public Administration, or related field) will be considered on a case-by-case basis and if hired will be required to obtain their degree to maintain employment. ▪ CCP/SHRM/CPLP certifications are desired specific to specific field of expertise.	▪ BA or BS degree from an accredited college or university in Public Administration, Business, Human Resources, Organizational Development, Adult Education, Staff Development or related field and 6 years professional experience. ▪ Process and quality-related positions require a BS in Engineering, Business Administration, Information Technology, Public Administration or related field and 6 years professional experience. ▪ CCP/SHRM/CPLP certifications are highly desired specific to specific field of expertise.

NOTE: Employees that acquire the skills and minimum qualifications for the next level will be able to apply for promotional opportunities. Employees will not automatically be upgraded to the next level. Reclassifying a position is based on business need and financial impact and not based solely on the incumbent.

APPROVED BY: **DATE:**

Chris Louria, Chief Human Resources Officer 1/23/19

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Revisions: 10/2/08; 3/18/10; 1/23/13, 1/23/13