

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

HUMAN RESOURCES PROGRAM COORDINATOR

DEFINITION

Develops and coordinates human resources management programs that constitute a major segment of the Department of Administrative Services-Human Resources Enterprise's (DAS-HRE) operations requiring advanced expertise; and, may serve as a lead worker of technical and professional staff in the program area; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Serves as the primary expert in the DAS-HRE program area; assigned responsibility for program development, evaluation and maintenance; develops or uses available tools and resources to foster innovative solutions and assist staff in improving the quality of services delivered.

Consults with staff and agencies concerning program issues or initiatives and advises them on the application/interpretation of administrative rules, policies, procedures and practices.

Establishes and maintains networking relationships; identifies emerging issues/trends and changes in state/federal laws, rules, regulations and professional standards; assesses impact upon program for compliance purposes and continuous quality improvement.

Conducts program research and prepares reports with conclusions/recommendations; carries out special program/project assignments to improve service delivery, assist enterprise in achieving its mission/objectives, and help agencies improve their application of human resources policies, methods, and procedures.

Evaluates program rules, policies, methods and practices and recommends changes to meet the needs of a changing culture, organization and business environment.

Assists a supervisor by performing such duties as instructing employees about tasks, answering questions, distributing and balancing the workload and checking work; may make occasional suggestions on appointments, promotions, and reassignments.

COMPETENCIES REQUIRED

Knowledge of the theory and practice of public human resources administration.

Knowledge of the state's centralized human resource system including rules, regulations and policies that relate to the state human resource function.

Knowledge of laws, administrative/human resource system rules and state policies affecting program operations.

Knowledge of effective public relations methods, principles and practices.

Knowledge of the English language, grammar, sentence structure, spelling and punctuation.

Knowledge of elementary statistical techniques and research methods.

Ability to apply a broad spectrum of procedural and programmatic material which has direct applicability to the human resource function, e.g., DAS-HRE rules, regulations and guidelines, contract interpretation, state fiscal rules and regulations, legal opinions, statutes and related subject matter.

Ability to gather and analyze facts and data objectively, draw logical conclusions and propose practical solutions to problems.

Ability to structure tasks, plans and objectives, to establish priorities and set goals, and to solve problems in a quick and effective manner.

Ability to interpret and apply pertinent laws, contracts, rules, policies, and procedures which affect the programs managed.

Ability to produce succinct, clear and logical written documents to describe and support program activities and changes.

Ability to adapt to and work effectively with a variety of constantly changing, high pressure and high public visibility situations.

Ability to apply numerical reasoning skills to the interpretation of human resource data.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, and cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups by listening to others and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited college or university with a Bachelor's Degree and the equivalent of five years of full-time professional level human resource experience;

OR

an equivalent combination of experience and education substituting one year of professional human resource management experience for each 30 semester hours of the required education;

OR

an equivalent combination of experience and education substituting fifteen semester hours of graduate level course work in public or human resources administration, labor or industrial relations, business administration or a closely related field to a maximum substitution of two years of qualifying experience;

OR

graduation from an accredited law school and the equivalent of three years of full-time professional level human resource management experience;

OR

employees with current, continuous experience in the state executive branch that includes the equivalent of four years of full-time experience as a Human Resources Professional 2 shall be considered as qualified.

Effective Date: 09/11 BR