

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Human Resources Technical Specialist

Definition

Performs specialized technical work in an established human resources program of the Department of Administrative Services; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Interprets Department of Administrative Services – Human Resources Enterprise (DAS-HRE) rules, policies, procedures, guidelines, and collective bargaining agreements; advises Human Resources Associates and Technical Assistants, DAS-HRE staff, supervisors, and employees about pay, leave usage, work schedules, overtime and compensatory leave, holiday pay, long term disability, family and medical leave, donated leave, dependent care, deferred compensation or tax sheltered annuities, health, dental, and life insurance, and employment processes.

Audits payroll and human resources documents and approves changes; calculates employee pay and benefit amounts and corrects errors; contacts agency or department Human Resources Associates and Technical Assistants about errors and advises on corrections.

Reviews health, dental, life, and long-term disability applications or changes for completeness and eligibility; answers technical questions regarding group insurance and other benefit programs; maintains employee beneficiary files.

Maintains lists of eligible applicants and employees; prepares promotional, non-promotional, recall, and outplacement lists; verifies information on payroll documents; checks for approved hiring justifications; certifies payroll documents are complete and accurate.

Reviews and researches State Appeal Board claims including payroll errors, grievances, arbitrations, court decisions; verifies dollar amounts and recommends payments.

Evaluates job applications to ensure minimum qualifications are met and rates applicant education and experience; answers questions from DAS-HRE staff, employees, and applicants about minimum qualifications and the applicant tracking system.

Provides input on proposed changes to DAS-HRE administrative rules affecting human resources programs; updates DAS-HRE procedure manuals and program handouts.

Competencies Required

Knowledge:

- Personnel and Human Resources — Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

- Customer and Personal Service — Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Clerical — Word processing, managing files and records, designing forms, and other office procedures and terminology.

Abilities:

- Oral Comprehension — Listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — Communicates information and ideas in speaking so others will understand.
- Written Comprehension — Read and understand information and ideas presented in writing.
- Speech Clarity — Speak clearly so others can understand.

Skills:

- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
- Speaking — Talking to others to convey information effectively.
- Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Three years of full-time work experience in performing administrative support including one year in a human-resources-related program area.
- 2) Three years of education where thirty semester hours of accredited college or university course work in any field equals one year.
- 3) All of the following (a and b):
 - a. A total of two years of education and/or full-time experience where thirty semester hours of accredited college or university course work in any field equals one year of full-time experience in administrative support work; and
 - b. A total of one year of education (as described in part a) and/or full-time experience in administrative support work in a human-resources-related program area.
- 4) Current, continuous experience in the state executive branch that includes twelve months of full-time administrative support work in a human-resources-related program area.

Effective date: 09/17 KF