



HUMAN RESOURCE CONSULTANT 2

1327

GENERAL DESCRIPTION OF CLASS

The HUMAN RESOURCE CONSULTANT 2 does complex human resource management consultative and analytical work. They provide consultation and guidance in all functional areas of human resource management to state agency executive management and state human resource professionals. They also identify and conceptualize needed legislation, rules, policies, and standards for state agencies that guide management of human resources. Employees in this classification are considered technically authoritative in the area of human resource management and are found only in the Department of Administrative Services,.

DISTINGUISHING FEATURES

This is the second level of a two-level series. Employees work in largely undefined issues, problems and conditions of a variable nature. Work problems require extensive analysis to determine their nature and scope, or to identify and isolate the problems into their components. Problems require continuing efforts to establish new concepts and techniques. Recommendations affect major programs, deal with substantial expenditures, or significantly change the nature and scope of state agency operations.

The Human Resource Consultant 2 is distinguished from the Human Resource Consultant 1 by the assignment of duties to identify the need for new legislation, rules, policies and standards and coordinate the full scope of difficult projects that involve issues of broad scope and intensity.

DUTIES AND RESPONSIBILITIES

The listed duties are characteristic of the type and level of work associated with this classification. Individual positions may do all or some combination of the duties, or other related duties.

1. Policy oversight and development

Monitor federal and state legislation and regulations; case law and court standards; revise or develop human resource policies and systems. Evaluate national trends and apply to Oregon state government by developing administrative guidelines and systems. Coordinate review of current policies strategies and recommend changes and legislative options. Lead multi-agency planning efforts to establish policy and direction. Evaluate data from different programs and agencies to identify trends, design operational systems or determine need for policies and procedures. Recommend plans to significantly change or modify one or more major programs, evaluate the content of new legislation for impact on agency programs; translate legislation into program goals and objectives. Plan, organize and do research of complex legal problems that involve major areas of uncertainty in approach, methodology, or interpretation to identify appropriate courses of action. Work with the Attorney General's office, or private attorneys to discuss issues, plan arbitration or litigation, and receive clarification of human resource legal issues.

2. Consultation and Technical Advice

Serve as an expert and consultant to top agency management; advise on integrating human resource functions with other state programs. Advise on program, policy and system development needs and state workforce management issues. Implement strategies to assist with workforce management issues or develop administrative systems and programs. Consult with agency directors and executive management staff; identify organizational structure and development needs; plan and implement improvement strategies. Design and develop training in area of specialty or to implement planned

organizational strategies. Advise other human resource professionals on issues that involve applying or tailoring methods and procedures to a variety of situations.

3. Operational Human Resource Management

Assist state agency human resource management professionals, executive management and state leadership in addressing political, sensitive, or controversial workforce management issues., Prepare recommendations for executive management. Testify to findings in arbitration or hearing.

4. Administrative Studies

Direct and provide oversight to team(s) engaged in special studies and projects affecting statewide programs, policies and processes. Design comprehensive analytical studies of statewide scope and impact with extensive duration; manage the studies through implementation. Conceptualize, develop and implement strategies, systems, standards and plans based on results of analysis. Evaluate, coordinate and integrate study results with a wide variety of functions, systems and agencies. Develop, interpret and analyze data extracts.

5. Communications

Testify before legislative committees or arbitrations as an expert witness. Prepare conceptual position papers based on research and analysis of workforce management issues; represent the state position and defend accuracy of technical information; act as spokesperson for the agency in area of specialized expertise. Write and develop descriptive, narrative, statistical and analytical reports based on analysis of issues or gathered data.

RELATIONSHIPS WITH OTHERS

Employees have frequent contact by telephone, in-writing or in-person all levels of staff and executive leadership within the state executive branch to give consultative advice within their area of expertise. When contacts occur on an ad hoc basis, the employee must recognize or learn the role and authority of each party during the course of meeting. Employees frequently encounter resistance due to such issues as organizational conflict, competing objectives or resource problems. Employees frequently must gain compliance with established policies and regulations using persuasion or negotiation techniques. Employees may be placed in an adversarial role/relationship with union and agency management officials and are involved in crisis or conflict management.

SUPERVISION RECEIVED

Employees independently plan, design and carry out their work. They receive general supervision from a manager or administrator that gives broadly defined direction. The supervisor reviews work for potential impact on broad agency policy objectives and program goals, and normally accepts work without significant change.

The employee uses guidelines that are often ambiguous and express conflicting or incompatible goals and objectives requiring extensive interpretation. The employee determines the intent of the applicable guidelines; develops policy and guidelines for specific areas of work and formulates interpretations that may take the forms of policy statements or other procedural guidelines.

KNOWLEDGE AND SKILLS (KS)**Extensive knowledge of:**

Principles, theory and practice of the area of specialization in human resource management.
National trends and research affecting the area of specialty.
Human resource laws, rules and regulation, case law and decisions affecting area of specialty.
Principles and techniques of analytical research applicable to complex organizations.
Inferential and predictive statistics and their application to complex organizational studies.
Principles and processes involved in business and organizational planning, coordination and execution. This includes operational planning, resource allocation, staff modeling, leadership techniques, production methods and organizational behavior.
Merit system philosophy and principles.
Structure and content of the English language such as the meaning and spelling of words, rules of composition and grammar, and the techniques of report and business writing.
Human behavior and motivational strategies that can be used to improve organizational performance.
Instructional methods and training techniques including learning theory, group and individual training techniques, needs assessment, design of individual development plans and design principles.
Automated human resource systems and associated software such as spreadsheet, word processing and database management systems.
Group and team behavior strategies that help organizations achieve goals and objectives.
Problem solving techniques.
Governmental budgeting techniques and finance.

Skill to:

Apply the principles and practices of human resource and workforce management.
Analyze complex organizational systems, identify problems, generate solutions and implement plans.
Verify, defend and present complex technical data and the results of research studies.
Bring together diverse or opposing groups and work through to a mutually acceptable solution.
Deal with groups of individuals with diverse view points, identify and address potential issues to the satisfaction of the interested parties.
Effectively deliver information in a variety of settings including; one-on-one, team settings, presentations, and various written forms such as letters, memorandums, analytical reports and decision documents.
Express ideas and exchange information clearly and persuasively.
Conceptualize how a system should work under ideal conditions.
Analyze a multiplicity of data and information from several sources and arrive at logical conclusions.
Identify underlying principles, reasons or facts by breaking down information or data into separate parts.
Combine, evaluate and reason with information and data to make decisions and solve problems.
Handle complaints, mediate disputes, solve grievances or otherwise negotiate with individuals.
Consult and give expert advice to management or other groups on technical, systems related or process-related topics.
Establish long-range objectives and specify the strategies and actions to achieve those objectives.
Give guidance and direction to others including setting performance standards and monitoring outcomes.
Coordinate members of a group to accomplish tasks.
Enhance collaboration among individuals and groups by using consensus-building skills.
Use differences of opinion to build alternative solutions to problems or concerns.
Effectively manage competing priorities and work assignments.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

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STATE OF OREGON
Dept. of Administrative Services
Human Resource Services Division