

**MONTGOMERY COUNTY GOVERNMENT  
ROCKVILLE, MARYLAND  
CLASS SPECIFICATION**

**Code No. 000121  
Grade 25**

**HUMAN RESOURCES SPECIALIST III\***

**DEFINITION OF CLASS:**

This is full-performance professional staff work in a personnel program area such as classification and compensation, labor/employee relations, employee services and benefits, employment, training, or equal employment opportunity. Contacts include County Government managers, supervisors, employees and other staff members for the purposes of exchanging information, coordinating work, providing assistance, resolving problems, and justifying and defending controversial recommendations. Other contacts include contractors, other outside agencies/organizations and the public for the purposes of administering contracts, coordinating professional services provided, and consulting/advising. Incumbents in this class occasionally speak in front of groups or counsel employees or job applicants, but direct service or assistance to the public is limited.

An employee in this class is fully skilled and performs a variety of standard and non-standard professional assignments within the area of specialization. This class is distinguished from the next lower class in the series by the increased complexity and difficulty of assignments as well as the limited guidance and instructions received from the supervisor. The employee has full technical responsibility for the work, and plans and carries out the work in accordance with professional personnel principles and practices, applicable laws and regulations and established policies and procedures. The employee is responsible for coordinating with others, as necessary, to resolve problems. Work is reviewed for conformity to policy and effectiveness in meeting program objectives. Guidelines include Federal, State and local laws and regulations and County policies and procedures which frequently require interpretation and development of new approaches or methods. An employee uses initiative, resourcefulness, experience and judgment in researching trends, developing and establishing new methods and precedents and their application in the conduct of the work. The complexity of the work of this class involves varied duties such as counseling and advising, interviewing, investigating, analyzing and writing, balancing numerous diverse and complex assignments which relate to a wide range of personnel processes and methods in an environment of incomplete or inaccurate data and conflicting requirements and mandated and often conflicting deadlines. The scope of the work involves planning projects, establishing standards and criteria in case recommendations, and analyzing and assessing program effectiveness. The work affects all County agencies, employees and job applicants outside County Government. Work is primarily sedentary and is performed in an office environment. Typically, employees sit comfortably to do their work, interspersed by brief periods of standing, walking, bending, carrying of papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives. Work is typically performed in an office environment. In the course of required advising or counseling employees or outside applicants, an employee on a limited basis may encounter abusive, aggressive or unpredictable behavior.

**EXAMPLES OF DUTIES: (Illustrative Only)**

**Classification and Compensation:** Involves planning and conducting classification studies of a variety

of occupational classes and positions, collecting and analyzing salary data, conducting a range of special classification or compensation related studies or assignments and processing the administrative review of classification decisions.

- Conducts classification studies of occupational classes, which includes review and analysis of written documentation, conducting individual or group desk audits to supplement and verify written documentation, interviewing supervisors and managers to verify employee data and review organizational structure, conducting salary surveys and salary data analysis, preparing new or revised class specifications, evaluating classes using a quantitative job evaluation system, preparing comprehensive reports of findings and recommendations for review and comment by management and employees, preparing written detailed analysis of responses to employee and management comments/concerns, meeting with employees and managers to discuss recommendations, and preparing final decision memoranda.
- Conducts classification studies of individual positions and recommends appropriate classification of positions; studies include conduct of desk audits, discussions with supervisors and others having knowledge of the work of the positions, preparing findings and recommendation reports, analysis of management and employee comments and preparing Division Chief response.
- Conducts and participates in salary surveys and analysis of salary data; utilizes automated data processing applications to store, analyze and display salary data. Prepares special compensation reports on overtime, pay differentials, retroactive pay, etc., using various computer software to retrieve and present data. Provides support to collective bargaining process by conducting special surveys and reporting on compensation and working conditions issues.
- Provides guidance, assistance and oversight to contractors engaged in classification studies or administrative review of classification decisions. Reviews and analyzes consultant's report for accuracy of reported data and appropriateness of findings, conclusions and recommendations, and reports results and recommendations to Division Chief.
- Provides technical advice and guidance to employees, managers and department heads concerning classification, compensation and other personnel related matters to resolve problems.
- Conducts special classification studies in response to reorganizations and reassignments which usually involve both individual position classification issues and occupational classes/series matters.
- Provides recommendations concerning the revision of classification and administrative policies and procedures. Performs special projects as required, including drafting legislation, regulations, and administrative procedures, and working with others to complete approval process; developing RFP's and contracts; representing division on committees and task forces.
- Performs related duties as required.

**Employee Services and Benefits:** Involves development, maintenance and administration of the County's complete benefit program including leave, all types of insurance, retirement, deferred compensation, and dependent care assistance.

- Maintains the County's personnel data base and official personnel files.
- Determines eligibility and calculates retirement benefits for normal, early, discontinued service and disability retirements.
- Calculates and processes benefits payable at the death of an employee, retiree or covered dependent.
- Counsels employees and other interested parties regarding benefit entitlements under the Retirement System and other benefit programs offered by the County.
- Coordinates disability retirement processing with the third party disability plan administrator to

ensure that contract provisions are followed.

- Acts as contract administrator for various contracts for employee benefits, including preparation of requests for proposals, serving on the Qualification Selection Committee and recommending vendors for selection, monitoring vendor performance, and negotiating annual renewals.
- Performs related duties as required.

**Labor/Employee Relations:** Involves the administration of the County grievance procedure and three Union grievance procedures, reviews all adverse actions for merit and procedural compliance, and provides guidance and assistance to County employees and managers of the full range of labor/employee relations issues.

- Conducts review of all adverse actions proposed by departments for conformance with Union contracts, Personnel Regulations, Administrative Procedures and departmental regulations. Provides guidance to departments regarding employee issues and interpretation of regulations.
- Conducts technical reviews of County and Union complaints to determine grievability, timeliness, and if appropriate grievance procedure is used.
- Conducts grievance hearings and conferences as the Chief Administrative Officer's designee. Prepares initial findings-of-fact for employee and department review. Prepares final grievance decision for Chief Administrative Officer's review and signature.
- Meets with employees, department representatives, and union representatives to negotiate both formal and informal resolution of complaints and grievances.
- Conducts special studies and assignments such as contract monitoring, development of policies and procedures relating to a variety of labor/employee relations areas, and participating on labor/management committees, policy committees, and study groups.
- Performs related duties as required.

**Employment:** Involves development and implementation of recruitment strategy, examination development and administration, and analysis of applicant qualifications in support of the County Government's hiring and promotional processes.

- Develops and implements recruitment/staffing strategies, develops examinations, evaluates applicants for minimum qualifications, administers examinations, constructs eligible lists, and extends offers of employment in compliance with County Merit System Law.
- Recommends approval/disapproval of within-grade appointments, promotions and other related salary matters to the Personnel Director and the Chief Administrative Officer, and advises prospective employees and appointing authorities of results and other data as appropriate.
- Develops procedures, administers and monitors special programs and projects.
- Prepares correspondence on a variety of complex personnel issues for review/signature of County Executive, Chief Administrative Officer and the Personnel Director.
- Develops, implements, administers and interprets Reductions-in-Force (RIF) administrative procedure providing counseling and guidance to employees affected by RIF actions. Provides Executive Staff with statistics on number and types of employees affected by Reduction-in-Force (RIF).
- Performs related duties as required.

**Training:** Involves development and administration of contractor/in-house training programs, assisting departments with specific training and committee development problems, administering tuition assistance, performance appraisal, and suggestion awards program.

- Administers a variety of management and skill development training programs offered to

develop and enhance the skills and performance of County employees.

- Administers contractual services including collecting and analyzing technical information, developing bid specifications, awards contracts, and monitors and evaluates contractor performance.
- Researches and writes course outlines, handouts, exercises, and visual aides; conducts training classes; develops training materials; provides consultation to managers and supervisors to enhance performance management capabilities.
- Administers the Employee Suggestion Awards Program to include interpreting the policies and procedures, establishing work processes, and overseeing day-to-day operations.
- Administers the County's Tuition Assistance Program by establishing and interpreting the policies affecting the Program, recommending policy and procedural changes, and collecting, maintaining and analyzing tuition assistance data.
- Analyzes departmental Performance Planning and Appraisal (PPA) procedures or procedure modifications, and provides technical assistance for departments to bring PPA procedures into compliance. Serves as an internal consultant or as a member of interdepartmental committees to develop new PPA procedures.
- Performs related duties as required.

**Equal Employment Opportunity (EEO):** Involves development, administration and evaluation of equal employment opportunity; disabled retraining, placement and accommodation; and career enhancement programs including resolution of EEO complaints.

- Manages the Affirmative Action Program for Persons with Disabilities mandated by Federal Law to include direct involvement in the day-to-day aspects of reasonable accommodation and selective job placement for applicants and employees with disabilities.
- Assesses job skills of disabled employees and applicants by interviewing individuals, analyzing and evaluating educational, employment, and medical histories to make decisions on appropriate job placement.
- Manages the On-the-Job Training Program for applicants with severe disabilities, which includes counseling, development of written program guidelines/procedures, maintaining a referral system, and negotiating permanent placements after training.
- Designs, updates, revises, and administers Montgomery County Government's Career Development Programs.
- Conducts research, collects and analyzes data concerning career development and issues which have an impact on women and minorities to determine patterns of promotions, existing career paths, artificial barriers to upward mobility, opportunities for networking and advancement. Writes position papers, analyses, and status reports on program areas. Recommends procedures and policy options to management.
- Assesses employees to determine skills, abilities, values, interests and career goals. Provides appropriate career development counseling, guidance and assistance with problem solving and conflict resolution, job analysis, referrals and recommendations on career growth strategies.
- Responds to discrimination complaints by investigating circumstances, researching related issues, negotiating resolutions and preparing written responses to charges.
- Performs related duties as required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Considerable knowledge of the personnel principles and practices appropriate to the field of assignment.

- Considerable knowledge of, or the ability to rapidly acquire knowledge of, the Montgomery County Government and local laws, rules and regulations, particularly those governing the administration of personnel programs.
- Knowledge of Federal and state legislation applicable to the field of assignment.
- Knowledge of statistical concepts and procedures generally employed in personnel administration.
- Skill in negotiating complex issues with department/agency heads and managers.
- Ability to prepare comprehensive records and reports using available automation and statistical report tools, including personal computers and appropriate software programs.
- Ability to handle confidential information with discretion.
- Ability to interpret and explain principles, procedures, policies, and regulations appropriate to the field of assignment.
- Ability to arrive at sound decisions through detailed analysis and evaluation of information received from a variety of sources.
- Ability to communicate clearly and effectively in a variety of mediums to all levels of employees.
- Ability to establish and maintain effective working relationships with officials, managers, employees and contractors.
- Ability to plan, set priorities, and organize numerous work assignments.
- Ability to attend meetings or perform other assignments at locations outside the office, if necessary.

**MINIMUM QUALIFICATIONS:**

**Experience:** Considerable (3 years) applicable professional experience in personnel administration in the field of specialization.

**Education:** Bachelor's degree from an accredited college or university in Business or Public Administration or a related field.

**Equivalency:** An equivalent combination of education and experience may be substituted.

**LICENSE:** None.

**PROBATIONARY PERIOD:**

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period.

Continuation in this class will be contingent upon successful completion of the probationary period.

**MEDICAL EXAM PROTOCOL:** Medical History Review.

**Class Established:** July 1962

**Revised:** November 1977

February 1988

**Classification Study:** July 1993 (M)

March 2006

August 2013

September 2014