

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: HUMAN RESOURCES SPECIALIST - LEAD

BASIC FUNCTION:

Under the direction of the Manager - Human Resources/Employment Services, performs a variety of highly difficult, responsible, complex, technical, and non-routine personnel transaction and other human resource functions for the Santa Clara County Office of Education (SCCOE); oversees, guides, organizes, and leads the work of individuals and teams within the Employment Services unit; promotes a culture of customer service and responsiveness, while ensuring that department objectives, goals, policies, rules, guidelines, and operating procedures are observed and maintained in support of SCCOE goals and objectives. This position is designated as staff level.

DISTINGUISHING CHARACTERISTICS:

This class is designed to prepare incumbents for promotional opportunities into higher levels of employment. The incumbent is expected to consistently work independently with limited direction in carrying out assigned tasks in a fast-paced environment, which are subject to change into complex situations, depending on unknown and quickly developing variables. The incumbent must be able to quickly troubleshoot a variety of commonly occurring problems and calmly handle suddenly developing, complex problems and situations with wide ranging impact and adverse financial consequences. The incumbent is also expected to make recommendations for improvement regarding day-to-day operations, and to assist in guiding, training, and organizing the work of others in Employment Services.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

Performs a variety of highly difficult, responsible, complex, technical, and non-routine personnel transactions and other human resource functions.

Establishes, inputs and maintains a variety of official employment records and position control data in paperless filing system and the Human Resource Information System (HRIS); processes employment transactions for newly-hired employees; processes employment transactions such as promotions, transfers, demotions, position changes, increment changes, range changes, annual longevity changes, educational training credits, and other changes using position control systems.

Consults with and guides newly-hired employees through the onboarding process; schedules and coordinates onboarding tasks such as livescan, TB tests, and pre-employment physicals; initiates salary placement; prepares and explains employment forms, job offer letters, and other onboarding documents and resources to newly-hired employees; provides a brief overview of applicable union contract to newly-hired employees.

Assists in recruitment efforts for certificated personnel using industry established best practices; creates job announcements and advertisements; prepares, organizes and maintains an applicant tracking system;

assists screening applications; reviews and analyzes educational transcripts for teaching credential eligibility and salary placement; organizes, tracks and maintains employment application files using paperless filing system; schedules interviews with applicants; communicates outcome to applicants.

Monitors and assures certificated employee credentials are valid and current; monitors and assures employee CPR, TB and immunization records and licenses are current as required by SCCOE policy and state law; notifies employees whose credential, CPR, TB and immunization records or licenses are near expiring; updates employee personnel file accordingly.

Processes and monitors employee leaves of absence according to bargained contracts, state and federal laws; serves as a resource to employees regarding their applicable leave rights; provides oral and written communication to employees regarding the status of their leave.

Assists the Manager - Human Resources/Employment Services in establishing and maintaining database tables that drive personnel and payroll in the HRIS system.

Establishes and maintains database and record-keeping systems to monitor and report on various department functions; queries and generates reports from the HRIS system and various databases and record-keeping systems; manipulates data and formats reports as necessary; computes statistical information as required; maintains and monitors the confidentiality of all records and reports.

Tracks employee performance evaluations; communicates evaluation timelines to leadership personnel.

Researches and analyzes personnel records to resolve issues and responds to inquiries; assists in resolving routine and complex human resource related problems, which may arise suddenly, be of an urgent nature, and require extensive and detailed research collected from multiple sources and locations, requiring a high degree of coordination, analysis and synthesis of information; oversees special projects and assignments; assists in coordinating and facilitating cross-departmental work teams as needed.

In a strategic customer-oriented manner, communicates with SCCOE personnel, and others, regarding human resource related concerns and issues to provide outreach as a partner with the greater SCCOE community; confers, assists, and serves as a resource to SCCOE personnel regarding matters related to human resources.

Assists in reinforcing SCCOE human resource policy, standards, and expectations through modeling service-oriented, appropriate, and professional behavior; assists in recommending and developing policy and procedural improvement for Employment Services to ensure implementation of constant improvement and greater efficiency; trains, monitors, audits, and assists in overseeing the work of others.

Oversees and facilitates the certificated transfer process; maintains and updates seniority lists in accordance with respective collective bargaining agreements and Education Code.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Applicable sections of the State Education Code and other applicable laws, codes, regulations, policies and procedures related to public human resources/personnel administration.

Proper methods, practices, and procedures used in public educational agency human resource functions.

Fundamentals of retirement and pension systems such as CalPERS and CalSTRS.

HRIS systems such as Quintessential Schools Systems (QSS).

Research methods, procedures, and techniques.

Effective and accurate record-keeping systems and procedures.

Principles and methods of customer service.

Modern office methods, practices, and procedures.

Proper use and operation of standard office equipment.

Software programs such as Microsoft Excel, Microsoft Outlook, Microsoft Word, and Laserfiche.

Proper English usage including, grammar, punctuation, spelling, and sentence structure.

ABILITY TO:

Perform and oversee a variety of highly complex human resource functions.

Provide guidance, training, and work oversight to human resource staff.

Learn, analyze and apply policies, laws, rules, regulations, and bargaining unit agreements of the SCCOE.

Explain and interpret human resource laws, policies, regulations and contract provisions to SCCOE personnel and candidates.

Assist others in the identification of needs in order to secure relevant information, analyze alternate solutions, and determine appropriate courses of action and/or procedures.

Quickly identify problem areas or situations, evaluate problem or conflict causes and take appropriate action toward resolution, and inform management as needed.

Guide all levels of staff in the proper use of reports, forms, timelines, requirements, and screens of the HRIS system.

Communicate effectively and tactfully in English, in both oral and written form.

Maintain professionalism and confidentiality in the course of all personnel interactions and transactions.

Perform complex mathematical/statistical calculations with accuracy and speed.

Organize and prioritize assigned tasks.

Accurately maintain personnel records in a confidential manner.

Prepare a variety of professional-quality correspondence, announcements, and reports.

Work independently with limited supervision.

Use independent judgment and discretion when appropriate.

Effectively focus on multiple tasks within established timelines.

Understand and carry out oral and written instructions.

Operate a variety of office equipment.

Establish and maintain effective work relationships with those contacted in the course of assigned duties.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Associate's degree from an accredited college, with course work in human resources, organizational development, or a related field, and three years of increasingly complex and varied human resources experience. Experience leading a team or work group is preferred.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment, while sitting at a desk.

Contact with or constant interruptions by management, employment candidates, and employees.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information in person and on the telephone.

Seeing to read, prepare and proofread documents.

Sitting for extended periods of time and walking short distances.

Dexterity of hands and fingers to roll fingerprints, operate a computer keyboard, and other office equipment.

Kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies.

Lifting light objects.

Approved by Personnel Commission: March 13, 2019



Jonathan Muñoz
Director - HR/Classified Personnel Services

Date: 03/13/2019