

HUMAN RESOURCES BUSINESS OPERATIONS SPECIALIST

03715

(Competitive)

DISTINGUISHING FEATURES OF THE CLASS

The work involves responsibility for working in a team environment to analyze and implement new programs and processes for a municipality using technology such as a Human Resources Information System (HRIS). Specifically, this role will work with the personnel and information technology staff to manage ongoing processes, implement new projects, and propose areas for improvement. The Human Resources Business Operations Specialist will assist in day-to-day end-user support and data cleanup for existing systems. An incumbent in this position coordinates work effort of various staff members but is not responsible for exercising direct supervision. Work is performed under the general supervision of an administrative superior. Does related work as required.

TYPICAL WORK ACTIVITIES

Identify and lead work opportunities to streamline and improve the manner in which HR services are delivered to the end customer.
Assists in problem solving programs and processes with employees and managers.
Communicates HR programs and changes to employees and managers.
Supports the HR function in delivering quality, timely and valuable information to managers and employees.
Serves as a resource for employees and management in problem solving programs and processes.
Continually searches for ways to improve performance in HR.
Creates reports or assists in creating reports and/or analyzing information as needed.
Ensures accurate and timely information is entered and maintained in the Human Resources Information System.
Helps to establish goals and initiatives as a part of system implementation.
Utilizes analytical and creative thinking skills to study HR related data.
Assists the Commissioner of Personnel and other management groups to identify needs to achieve goals and adherence to policies and standards set forth by state, federal and regulatory agencies (JCAHO, OSHA, EEO, etc.).
Identifies issues and trends as they arise and reports them to HRIS Coordinator or HR Operations Manager.
Ensures smooth process flow for HR Operations and other HR initiatives as needed.
Coordinates different projects or initiatives as needed.
Responsible for the analysis and improvement of daily activities associated with various HR processes and programs.
Assists with the design and implementation of HR systems and processes.
Collect and analyze critical program data for HR processes and programs, including creating reports and queries.
Continuously seek ways to improve existing processes and programs through the use of technology.
Work directly with information technology professionals to troubleshoot and evaluate new technology solutions.
Collaborate with IT, Fin, HR, Benefits, Comp, Payroll, and other business units.
Support day-to-day end-user help requests.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Thorough knowledge of human resources information system design and usage.
Good knowledge of process improvement.
Good knowledge of Microsoft Word and Excel.
Strong organizational skills.
Strong verbal, written, and presentation skills
Analytical skills.
Customer service orientation using a consultative approach.
Ability to work independently with minimal supervision to create solutions that are in alignment with the culture and strategies of the county.
Ability to foster a positive, productive work environment.
Ability to manage multiple projects for multiple customers and stakeholders.
Ability to engage in collaborative relationships with all team members, stakeholders, and internal customers.
Ability to think creatively about new solutions.
Ability to define and document business processes.
Ability to be attentive to detail.

MINIMUM QUALIFICATIONS

Graduation with a Bachelors degree from a regionally accredited college or university or one certified to grant degrees, AND:

- a) eighteen (18) months of *professional level Human Resource experience which included using computerized human resource (HRIS) applications; AND,
- b) one (1) year of project management experience, operations analysis, and/or systems data analysis/reporting experience.

NOTE: Successful completion of graduate semester hours in Human Resources, Public Administration, Public Policy, Business Administration, Project Management or a closely related field from a regionally accredited or New York State registered college or university may be substituted for work experience in (A) above as follows: Thirty (30) graduate semester hours is equivalent to one (1) year of specialized work experience; sixty (60) graduate semester hours is equivalent to two (2) years of specialized work experience.

In all cases, candidates are required to have one (1) year of project management experience, operations analysis, and/or systems data analysis/reporting experience.

* Professional level work experience requires specialized and theoretical knowledge usually acquired through college education or through experience and other training. The experience involves independence of action and personal responsibility for actions.

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