

DEPARTMENT OF EDUCATION
STATE OF HAWAII
CIVIL SERVICE

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Specifications for the:

PERSONNEL REGIONAL ASSISTANT SERIES

Duties Summary:

Provide Human Resources (HR) clerical transactional processing and support within a regional area of the Department of Education (Department); assist the Personnel Regional Officer (PRO); complex area leadership, district support staff, and school personnel with various inquiries and actions to ensure compliance with Department and State rules, regulations, policies, and procedures; provide liaison support between the respective schools and state level clerical staff and/or subject matter expert (SME) by troubleshooting and consulting with state level SME's on various situations; serve as the on-site regional representative of the Department's talent management model; maintain the administrative operations of the day-to-day services of the personnel regional office; may supervise lower level staff; and performs other related duties as assigned.

Distinguishing Characteristics:

This series includes all classes of positions that independently provide general clerical transactional processing and support in one or more areas of HR services, which may include some characteristics of position classification, recruitment, employee suitability, employee management, labor relations, and HR administration.

Positions in this series are located at the Department's personnel regional offices, which maintain a unique organizational structure inclusive of a respective district, complex areas, and schools within the region. Serving as the regional liaison and on-site representative of the Office of Talent Management, positions are a resource and pipeline to the Department's redesigned approach from a traditional HR framework to a talent management model. Being the direct contact and support to the public, community, and school employees, positions in this series shall integrate talent acquisition, development, and retention within their functions, capitalizing on the full potential and overall success of the Department's mission.

This series differs from the Personnel Clerk series in that the Personnel Regional Assistant is distinguished by its responsibility in supporting state personnel and the PRO in a range of HR clerical functions within its respective district. Knowledge and skills are not isolated to one HR discipline area but rather several transactional areas of HR which are general in nature and limited in scope. Support and guidance will be provided by the state level HR staff, which includes Personnel Management Specialists, Personnel Technicians, and Personnel Clerks, performing the final auditing of transactions at the state level. Due to the distinctive nature of contacts and assignments, the subject class

performs clerical and procedural assistance in a variety of HR areas, with specific regional authority. The level standards in this series are defined and represented by factors such as:

1. The scope and nature of the clerical support work, type of general discipline, degree and difficulty of the various assignments;
2. Knowledge, skill, and application of the organization, methods and routines, HR rules, regulations, policies and procedures;
3. Range of judgement required and deviation of procedures in selecting the best course of action; and
4. Kind and degree of supervision exercised upon the position and over subordinate staff.

Grade Level Standards:

Level I: Positions at this entry level perform detailed, routine, and repetitive HR clerical support work of limited complexity, reflective of one general discipline area such as employee suitability. Processing of personnel actions are typically assigned on a continuing basis and are covered by well-established guidelines, procedures and/or instructions which provide a fairly specific basis for taking action. Deviation from standard practices are rare; thus, judgment in making decisions is relatively straightforward. More complex assignments may be assigned for training purposes but are performed under close supervision. Positions at this level are able to answer a variety of routine questions and seek assistance from their supervisor or a higher level assistant on more complex or unusual complicated situations.

Level II: Positions at this level perform substantive routine HR clerical work of moderate complexity. In addition to the discipline area assigned to the lower level, positions shall also be primarily involved with one specialty area of classified or certificated personnel. Processing of assignments is similar in nature to the lower level, in which they also follow well-established standards, procedures, and guidelines. However, the type of assignments varies, as it involves an examination of document content, requiring the position to exercise judgment in determining possible alternatives and/or the proper course of action. Such actions are generally cited from similar precedent cases, manuals, and/or other guidelines which provide a clear and specific basis for taking such action. Within the assigned functions, knowledge of the organization, policies and procedures, bargaining unit (BU) contracts, memoranda of agreement, etc., is an essential component to the position.

Level III: Positions at this level independently perform highly complex, substantive HR clerical work that is significantly unique and/or unusually complicated in nature. In addition to the discipline and primary specialty area assigned to the next lower level, positions shall also be the generalist proficient in multiple areas of HR, assisting with the various circumstances, overall activities, and daily operations of their respective regional

office. Assignments are similar to the next lower level; however, at the experienced III level, a thorough and comprehensive knowledge of the organization, rules and regulations, policies and procedures, BU contracts, memoranda of agreement, etc., is required. The use of considerable judgment is crucial, as assignments and/or situations may deviate from precedent cases and require additional research and investigation. Positions also provide guidance or supervision to lower level personnel regional staff, with responsibility for training, developing and improving work procedures and materials, and scheduling and monitoring work assignments.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. The omission of specific statements does not preclude management from assigning duties that are logical for the position. The classification of a position should not be based solely on the examples of duties performed.)*

1. Reviews, conducts research, and consults with state level personnel to provide guidance to PRO, complex area leadership, district support staff, and school personnel to resolve technical HR matters and process related transactions.
2. Responds to assistance requests, provides talent development and updates on any changes in personnel rules, contract provisions, and Department procedures to ensure a clear understanding of the application in talent management activities.
3. Independently determines and anticipates unique school/office talent acquisition and position needs by maintaining and monitoring a regional position control system; communicating with the complex area leadership, district support staff, and school administrators; reviewing school/office financial data; reviewing state position and system data; and processing related transactions.
4. Monitors and initiates position actions and ensures proper completion of all documentation, such as establishment/abolishment of positions, position extensions, increase and decrease of full time equivalence, position transfers, and fund changes.
5. Exercises independent judgment to provide options and advice to complex area leadership, district support staff, and school administrators on talent acquisition to address needs; recommends suitable methods/strategies based on time frame, availability of applicant lists and historical data; assists to recruit talent; and processes related transactions.
6. Performs employee criminal history checks, fingerprinting, background clearance activities/transactions, and suitability requests, traveling to other sites if needed.

7. Independently develops and maintains a regional leave accounting system, conducts final review of all leave and unauthorized leave without pay requests for compliance with rules, regulations, guidelines, and BU contracts and prepares for PRO approval.
8. Independently coordinates, monitors, and provides information to facilitate talent management/HR activities for the region, including TATP/transfers and/or staff reassignments, casual personnel hiring and extensions, reduction-in-force, and performance management.
9. Reviews and drafts documents related to grievance, investigation, directed leave, and disciplinary matters for PRO or complex area Leadership and prepares responses to union requests for the PRO's review, consulting with PRO when needed.
10. Assigns, prepares, and supervises the operational work assignments and schedules of student helpers and lower level staff. Assists with the training and development of assigned staff.
11. Receives and screens visitors and telephone calls and provides information to the public, complex area leadership, district support staff, and school/office personnel, which require the use of judgement and interpretation of rules and regulations, policies and procedures, BU contracts, memoranda of agreement, etc.
12. Manages the PRO office and records, providing support to the PRO with letters and documents; processing payroll, payments, travel and mileage reimbursements; ordering forms and supplies; mail management; and processing office personnel action forms.
13. Provides designated regional office and staff coverage when assigned.
14. Participates in talent acquisition, development and retention activities and professional development to help integrate within their functions.

Knowledge and Abilities Required:

Knowledge of:

Level I: Functions of the organizational unit in which employed and its role within the personnel office and Department; specific portions of State and Department policies and procedures and forms pertinent to the work performed; and workflow procedures.

Level II: In addition to that specified in the lower level, functions and roles of related organizations within and outside the Department; pertinent authoritative source documents used, such as federal laws, State civil service regulations, BU contracts, precedent cases, Department policies, procedures and guides, etc.

Level III: In addition to that specified in the lower levels, thorough and comprehensive knowledge of pertinent federal/State/ Department policies, procedures, regulations, BU contracts, etc.

Ability to:

Level I: Obtain information in accordance with established procedures; prepare simple narrative and numerical reports; and maintain records.

Level II: In addition to that specified in the lower level, understand and apply pertinent regulations, policies, contract agreements, procedures, etc., and exercise initiative and judgment in selecting the most appropriate guide, precedent case, etc.; deal tactfully and effectively with others; and prepare correspondence and reports. For some positions, ability to train, supervise, and evaluate the work of others.

Level III: In addition to that specified in the lower levels, research pertinent rules, regulations, policies, BU contracts, precedent cases, etc., and exercise judgment in selecting the most appropriate guidelines as the basis for action from among the various established and precedent materials available; explain regulatory and policy requirements and the effects of such requirements.

Minimum Qualification Requirements:

Experience Requirements:

Except for the substitutions provided for in this specification, applicants must have had progressively responsible experience of the kind and quality described in the statements below and in the amounts shown in the following table, or any equivalent combination of training and experience:

Class Title	General Exper (yrs)	Specialized Exper (yrs)	Supervisory Exper (yrs)	Total (yrs)
Personnel Regional Assistant I	1	1	0	2
Personnel Regional Assistant II	1	2	0	3
Personnel Regional Assistant III	1	3	*	4

*For positions in the Personnel Regional Assistant III level, applicants must show that they possess supervisory aptitude.

General Experience: Progressively responsible experience involving general office clerical work, which involved the performance of a variety of clerical tasks. Such tasks must demonstrate the knowledge of office practices and procedures, ability to deliver procedures in work systems, operate various office equipment, and use of technology (i.e., software programs such as Microsoft word/excel, Internet applications, e-mail, etc.)

Specialized Experience: Responsible clerical experience in an office where the work required knowledge, understanding, and application of pertinent HR rules, regulations, procedures, and program requirements. Such experience must also demonstrate proficiency in interacting and communicating with the public and collaborating with coworkers. Experience as a School Administrative Services Assistant, secretary, or office manager may qualify provided that a portion of the experience required an understanding and delivery of personnel policies, transactions, and administrative support of the organization.

Supervisory Aptitude: Applicants must demonstrate the aptitude or potential for the performance of supervisory duties through successful completion of regular or special assignments that involve some supervisory responsibilities or aspects; serving as a group or team leader or in similar work in which opportunities for demonstrating supervisory capabilities exist; completion of training courses in supervision accompanied by application of supervisory skills in work assignments; or favorable appraisals by a supervisor indicating the possession of supervisory potential.

Substitutions Allowed:

1. Successful completion of any post-high school education from an accredited educational institution may be substituted for the General Experience on the basis of 15 semester credits for six (6) months of experience, up to one year.
2. Bachelor's degree from an accredited college or university may be substituted for one year of General Experience and two years of Specialized Experience. Applicants possessing this educational qualification are deemed to have met all of the requirements for the Personnel Regional Assistant II level.

Quality of Experience:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that the applicant has the ability to perform the duties of the position for which applicant is being considered.

Selective Certification:

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, selective certification requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Organizations requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests:

Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements:

Applicants must be able to perform the essential duties and responsibilities of the position effectively and safely, with or without reasonable accommodation.

This is the first specifications for the new classes, PERSONNEL REGIONAL ASSISTANT I, II, and III.

SIGNED DATE: SEP - 3 2019

EFFECTIVE DATE: SEP 16 2019


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