

PART I	HAWAII HEALTH SYSTEMS CORPORATION	1.515
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HUMAN RESOURCES CLERK AND TECHNICIAN SERIES
SR-07; SR-09; SR-11; SR-13; SR-15; SR-17
BU: 63

This series includes all classes of positions which perform and/or supervise human resources clerical and or technical support work in one or more areas of human resources management services which includes position classification, pay administration, employment, employee development, employee management relations, labor relations, and human resources administration. The performance of human resources clerical and technical work primarily requires a practical knowledge of human resources functions and services, knowledge of human resources rules, regulations, procedures, and program requirements and the ability to apply standard methods and procedures to accomplish the work process.

Positions provide support to professional human resources management positions, regional human resources directors, or to administrative officers who oversee human resources programs.

Lower level human resources clerks are primarily assigned to clerical support work which is performed according to established methods and routines from which there is little room for deviation. Examples of such work include sequencing forms, briefly explaining human resources job application forms and how to complete them, checking forms for signatures and completion, and date stamping, logging, and entering applicant data onto forms or in the computer.

Higher level clerical positions are progressively more involved with human resources support work which requires substantial knowledge of organizations and substantial knowledge and application of human resources rules, regulations, procedures, and program requirements in selecting the most appropriate action from among several possible alternatives. Alternatives exist because the work may not be completely standardized and may require deviation from established procedures in new or changing situations. Higher level positions therefore use more judgment in selecting the best courses of action.

Human Resources Technicians are the highest levels in this series and generally function as para-professionals. Para-professional work is defined as work in which positions perform some of the duties of a professional in a supportive role, but which usually requires less formal training and/or experience than that normally required for

professionals. Positions do not require the scope and depth of knowledge required of professional human resources management positions.

Human Resources Technicians may perform the same work as those performed by lower level Human Resources Specialists. However, for the Human Resources Technician, the work is generally performed as a continuing, permanent level of assignment, based on long experience and familiarity with precedent cases and ongoing human resources processes.

The trainee Human Resources Specialist's assignments, on the other hand, are specifically designed to develop judgmental and analytical skills in applying principles and practices of professional human resources management work. Such work represents a temporary stage of development, as the trainee Human Resources Specialist is expected to progress to work of broader scope and complexity encompassing a thorough knowledge of human resources administration theories, concepts, principles and practices.

The distinction between a Human Resources Technician and a Human Resources Specialist depends heavily upon the nature and purpose of the assignment and requires a knowledge on the part of the classifier of: (1) management needs and intent; (2) program; (3) depth and scope of assignments, and (4) qualifications required. This is particularly true in considering a Human Resources Specialist trainee as compared to a top level Human Resources Technician. In such an instance, the background which the individual brings to the assignment and the purpose of the assignment must both be taken into consideration.

Human Resources Management work is divided into seven areas: position classification, pay administration, employment, employee development, employee management relations, labor relations, and human resources administration services. Human resources clerks and technicians may provide support to professional positions in any of these areas; whenever possible, examples of Human Resources Clerk/Technician work will be given to parallel those work areas. Some positions, especially those in smaller offices, provide human resources support work in a variety of areas rather than a single one. However, in all cases, positions shall be evaluated on the basis of the factors described below.

The levels in this series are distinguished by differences in 1) the nature and variety of work, 2) the nature of available guidelines and the judgment required in applying them, 3) the nature of supervision received, 4) the complexity of work performed, 5) the nature and purpose of personal contacts required, 6) supervisory and/or administrative responsibilities, and 7) the knowledges and abilities required.

The absence of a description of a particular work assignment or specialty in the class

specifications does not preclude allocation of such positions to that class provided that the overall scope of the assignments, the level of responsibility, and knowledges and abilities required are comparable to those described.

HUMAN RESOURCES CLERK II

1.515

Duties Summary:

Performs procedural human resources clerical support work which requires the application of a limited variety of procedures and specific guidelines, and where the established order of their accomplishment is clear and does not change except upon direct instructions, as a primary work assignment; and performs other related duties as assigned.

Distinguishing Characteristics:

This class represents the entry level into the series. Assignments are designed to provide training in and experience with the routines and operations of human resources organizations and some acquaintance with the various human resources functions of the organization to which positions are assigned. The work is routinely subject to general administrative and technical review which generally includes at least a daily spot check of completed work for adherence to required forms and procedures. Explicit guidelines are available, such as departmental manuals or other written instructions, or the work is of such a simple nature that oral instructions can be readily given. An incumbent at this level acquires knowledge of terminology related to the assigned work, location of resource materials, the flow of paper through the organization, etc.

For some positions, there may be limited personal contacts with the general public or persons within the organization. In such situations, the incumbents provide readily available and uncomplicated information.

Work is performed under close supervision of a higher level clerical, technical or professional human resources position, and in accordance with established, detailed guidelines. Assistance is available on matters not covered by guidelines.

Examples of Duties:

Transfers information from source documents to logs or computer files; refers questionable forms/information to supervisor or other higher level position; checks for the presence of necessary forms and documents; checks forms received for proper sequencing, completion of necessary items, and signatures; forwards in accordance with established procedures; collates and distributes forms; date stamps, logs, and routes

forms; contacts appropriate sources to secure missing data or documents; and becomes familiar with forms, procedures, policies, reference manuals of the work unit. In addition, higher level work may be assigned to experienced workers. This may include checking assigned items of information for conformity to applicable laws, regulations, procedures, etc. (e.g., determining that those who have signed the authorize action do in fact have this authority). Such work is closely reviewed by the supervisor or higher grade clerk.

Knowledges and Abilities Required:

Knowledge of: Arithmetic (addition, subtraction, multiplication, division), filing and other general office work; standard English language communication skills in order to speak, read, and write effectively.

Ability to: Read and understand detailed but uninvolved procedural guidelines, informational materials, etc.; learn and carry out procedures in human resources clerical work systems in accordance with established guidelines and procedures; convey routine information orally and in writing; operate common office equipment; and work tactfully and politely with others. Some positions may be required to type.

HUMAN RESOURCES CLERK III

1.517

Duties Summary:

Performs detailed routines of limited complexity pertinent to processing of personnel actions which are typically: (a) assigned on a continuing basis; and (b) are covered by well established guidelines, procedures and/or instructions which provide a fairly specific basis for taking action; and performs other related duties as assigned.

Distinguishing Characteristics:

Work assignments at this level require an understanding of the basic purposes of the human resources organization, and a working knowledge of the practices and procedures relating to assigned functions.

Some human resources clerks at this level have personal contact with other employees of the organization and the general public, but such contacts are primarily concerned with giving or receiving information which is generally clear cut and recurrent. In contrast to the II level, the Human Resources Clerk III usually gives some explanation of the governing clerical procedures or answers a variety of routine questions. More difficult questions or problems are referred to the supervisor or higher level personnel. At this level, there are opportunities for exercising judgment in making decisions based on clear

guidelines. A Human Resources Clerk III receives standing instructions on the sequencing and planning of work for repetitive assignments, and instructions for unusual or new assignments are given on a task basis. Routine work is spot checked. New, unusual, or more difficult assignments are reviewed closely by the supervisor or higher level staff member. More complex work may be assigned for training purposes and is performed under close supervision.

Examples of Duties:

Position Classification: Reviews position action requests to ensure submittal of all forms, consistency of information (e.g., proper codes for the classes cited), and signatures. Ensures job descriptions have been written according to suggested format and include required information such as location of position, etc., and that major tasks total 100%.

Human Resources Administration Services: Completes processing of personnel action forms and other related documents in accordance with instructions provided by the supervisor or as explained in manuals. This includes checking for completeness and consistency of information with supporting documents and established human resources and departmental procedures and practices. The work is generally limited to the simpler actions.

Employment: Provides routine information to the public on employment procedures, minimum qualifications for positions as noted in vacancy announcements, pay and employee benefits information. Receives application forms, ensures appropriate items have been completed by applicants; informs applicants of any missing documents such as transcripts and verification of licenses. May accept or reject applications based on clear cut requirements. Enters applicant data into database; sends form letters to applicants to inform them of selection/non-selection; and checks applicant data and pulls those which have expired (e.g., multiple job refusals, placement elsewhere).

Employee Development: Receives and logs requests for training, segregates by topic, expiration date, etc. Briefly explains training topics to callers, or refers to supervisor for more detailed explanation. Brings late requests to supervisor's attention. Checks records, calls employees as directed to ensure pertinence of training request to job; and notifies employees of acceptance/rejection of training requests.

Employee Management Relations: Provides routine information on a variety of employee benefits programs such as Employer Union Trust Fund (EUTF), Retirement, Tax Sheltered Annuities, and Deferred Compensation. Distributes written materials and refers people to persons/offices where additional information may be received; reviews forms for completeness and consistency, contacts employee if information is missing, e.g., child listed but no birthdate on health forms; forwards forms to proper agencies; may assist in maintaining distribution lists for materials to be mailed to departments; ensures that

materials are sent out and received in accordance with established time frames; may serve as liaison between employees, and employee benefit agency.

Knowledges and Abilities Required:

In addition to the knowledges and abilities required at the next lower level:

Knowledge of: Function of the organizational unit in which employed and its role within the human resources office and department; specific portions of Hawaii Health Systems Corporation and departmental policies and procedures and forms pertinent to the work performed; and workflow procedures.

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

HUMAN RESOURCES CLERK IV

1.519

Duties Summary:

Performs substantive human resources clerical work which requires an examination of the contents of documents and the exercise of judgment to determine the proper course of action; and performs other related duties as assigned.

Distinguishing Characteristics:

Positions in this class perform substantive, human resources clerical work which involves examining contents of documents supporting proposed personnel transactions to ensure that: (1) data is consistent both internally and with file information; (2) proper regulations have been cited as authority for the action; and (3) proposed action is appropriate for the intended purpose, and conforms to applicable policies, laws, rules and regulations. Judgment is required to determine proper actions to follow and cite from among possible alternatives, but actions are generally those for which case precedents, manuals, and other guidelines which provide fairly specific bases for taking actions exist.

Work assignments at this level require knowledge of organizations, pertinent federal/State/departmental policies and procedures, bargaining unit (BU) contracts, memorandum of agreements, etc., relating to assigned functions.

Positions at this level have frequent contacts with employees of the organization, the general public, and human resources employees in other organizations. They are

responsible for establishing and maintaining effective personal contacts, and are viewed as reliable sources of information. In addition, skill is required in many of the frequent person-to-person contacts which are made for the purpose of securing cooperation, making substantive corrections to improperly completed documents and explaining regulatory requirements to others.

Routine work is performed independently and may be spot checked for compliance with established laws, policies, rules, regulations, contract agreements and precedent cases. Closer supervision is given on novel or complicated problems. Some positions in this class may be assigned to provide supervision or guidance to lower level human resources or general clerical positions.

Examples of Duties:

Position Classification: Performs assigned delegated selective certification actions by reviewing selective certification requests and job descriptions, assuring that selective certification is warranted based on duties described in the job description, and making recommendations for approval/need for further information/disapproval. Under close supervision, may review requests for selected, routine, classification actions including reviewing organization charts, similar/identical job descriptions, and class specifications. Makes recommendation to supervisor or other professional for position action.

Human Resources Administration Services: Independently completes processing of personnel action forms and related documents for the less complex actions such as new hires and simple terminations and reallocations. Ensures that all supporting documents have been submitted and properly completed; explains certain regulatory requirements, and justifies actions by citing proper authority. Under close supervision, may also regularly process more complex actions.

Employment: Screens applications by checking for specified degrees, coursework, and occupational licenses; confirms accreditation of schools; determines whether education (coursework, specified degrees) cited meets requirements as defined by class specifications; and calls or drafts letters to schools, applicants, or other agencies to clarify and verify information.

Labor Relations: Screens grievance forms for completeness, conformance to filing requirements; contacts appropriate persons to explain why more information/corrected information is required, explain grievance procedures and standards; accepts/rejects forms in accordance with established guidelines. Researches files for similar cases, federal/State/ departmental guidelines, precedent cases and other materials; pulls materials for review by professional staff; and maintains caseload statistics and files.

Knowledges and Abilities Required:

In addition to the knowledges and abilities required at the next lower level:

Knowledge of: 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.

Ability to: 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.

HUMAN RESOURCES CLERK V

1.521

Duties Summary:

Independently performs substantive human resources clerical work that includes a significant proportion of those of a novel and/or unusually complicated nature which presents many possible alternative courses of action and requires use of considerable judgment; and/or performs limited technical assistance work; and performs other related duties as assigned.

Distinguishing Characteristics:

Human resources clerks at this level independently perform highly complex, substantive human resources clerical work including a significant proportion of those of a novel and/or unusually complicated nature; and/or limited technical assistance work under closer supervision in one or a variety of human resources specialty areas. Positions may also provide guidance or supervision to lower level general clerical or human resources clerical positions, with responsibility for training, developing and improving work procedures and materials, and scheduling and monitoring work assignments.

For positions which perform substantive human resources clerical work which include a significant proportion of those of a novel and/or unusually complicated nature, a thorough and comprehensive knowledge of pertinent federal/State/departmental regulations and policies, BU contracts, memorandums of agreement, etc., is required. Documents may at times conflict with each other, or proposed actions may deviate from established procedures in new or changing situations or conditions. Positions are expected to

exercise considerable initiative and judgment to research and refer to a variety of standard references, guides and precedents, and to seek consultations as necessary to clarify information and make decisions within established parameters. Substantive human resources clerical work is performed independently and may be spot checked, but essentially represents the final technical review.

Positions which perform limited technical assistance work must be familiar with those documents and materials pertinent to their work, e.g., a position in classification must be familiar with assigned class specifications, organizational charts, selective certification guidelines. Such work is generally performed under closer supervision and guidance.

Human resources clerks at this level have significant person-to-person contact with employees, managers, and other agencies as they provide expert information and exercise their own initiative and judgment to seek clarifications on regulations and procedures.

Examples of Duties:

Position Classification: Reviews requests for classification actions which are limited in complexity (e.g., similar and/or identical positions); reviews organization charts, similar/identical job descriptions, and class specifications. Makes recommendation to supervisor or other professional for position action.

Human Resources Administration Services: Independently completes and serves as final authority for processing the full range of personnel action forms and related documents. A significant proportion of work involves novel or unusually complicated actions such as computing retroactive reallocations, reinstatements from suspensions, determining promotion/transfer status from cross over BU actions, computing projected pay costs as a result of repriced classes. Researches, attempts to resolve, and brings any conflicts in interpretation/implementation of authorizing documents to the attention of the supervisor.

Employment: Screens applications for selected classes by comparing applicants' experience and education with class specifications and other standards; establishes lists of eligibles for designated classes by taking into account a variety of qualifying factors for each position vacancy; and monitors selections to ensure timeliness and conformance to established rules.

Employee Management Relations: Resolves complex Employer Union Trust Fund (EUTF) problems (e.g., retroactive medical coverage because of job loss and refusal of ex-spouse to testify to termination of medical coverage) by reviewing policies, verifying information from enrollees and other persons, and making recommendations to EUTF to accept non-conforming enrollments.

Knowledges and Abilities Required:

In addition to the knowledges and abilities required at the next lower level:

Knowledge of: Thorough and comprehensive knowledge of pertinent federal/State/departmental policies, procedures, and regulations, BU contracts, etc.

Ability to: Research pertinent rules, regulations, policies, BU contracts, precedent cases, etc. and to 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; for some positions, the ability to train, supervise, and evaluate the work of others.

HUMAN RESOURCES TECHNICIAN VI

1.523

Duties Summary:

Supervises and participates in the performance of substantive human resources clerical work that includes a significant proportion of those of a novel and/or unusually complicated nature and/or limited technical assistance work; and/or independently performs the full range of technical human resources work; and perform other related duties as assigned.

Distinguishing Characteristics:

Positions at this level are of two (2) types:

Type I positions supervise and participate in the performance of substantive human resources clerical work that includes a significant proportion of those of a novel and/or unusually complicated nature and/or limited technical assistance work. A position of this type, assigns, reviews and evaluates the work of subordinates; prepares procedures and guidelines based on established policies and practices; advises subordinates on difficult and problem areas; personally handles the most complex assignments; monitors workload; and recommends changes in procedures.

Type II positions perform technical work which includes the same work items as those typically performed by lower level professional human resources specialists, but limited in complexity by factors such as stable organizations; stable and clearly delineated situation, positions, classes, etc.; situations, positions, etc., with similar characteristics; and clear standards and guidelines; etc. Technical work is expected to be performed independently

with infrequent need to seek supervisory assistance during the course of the work.

Both types of positions are regarded as expert sources of information on regulatory and procedural requirements and are regarded as authoritative sources of information in the assigned area of work. The processing of substantive human resources clerical work is generally accepted as final without further formal review other than a cursory review made by the supervisor or on a post audit basis at a higher echelon office.

Positions in this class utilize their knowledge of organizations, rules, regulations, past practices, and evolving trends to provide substantive advisory services to agencies, managers, and individuals.

Personal contacts with members of the public and individuals outside the unit are frequent. These contacts may be for the purpose of obtaining information upon which a decision can be made (e.g., information relating to the suitability, eligibility, relative degree of qualification of an applicant for an occupation or for placement into a specific job). Explanation of regulatory and procedural requirements may also be made.

Examples of Duties:

Position Classification: Gathers and reviews data and information and recommends a classification for several types of occupations in situations where (1) the organizational environment is stable; (2) positions themselves tend to be stable and their characteristics are readily discernible; (3) a number of the positions have essentially the same characteristics; and (4) where applicable standards or guidelines are clearly defined and require relatively few judgmental decisions. Such work would include explaining to both employees and their supervisors the basis for making a classification recommendation. However, the final decision as to the allocation of level to the position is made by a position classification specialist. Explains action taken as necessary to employee and supervisor.

Human Resources Administration Services: (1) Serves as a working supervisor in a regional human resources office, responsible for supervising and participating in the processing of personnel action forms and related documents for all types of actions for the department. (2) In the corporate office serves as liaisons to regional staff to introduce and provide training in new regulations and procedures, ensure consistent application of regulations, clarify ambiguous personnel action form implementation requirements, and conduct random pre- and post- audits of personnel action forms to spot check proper implementation of procedures and regulations.

Employment: Screens applications for assigned classes to determine whether education and work experience meet minimum qualifications for class of work being sought; accepts/rejects applications; writes letters/reports to explain/justify rejections; advises

departments/program staff on available methods of filling positions; recommends most suitable method based on time factors, availability of lists, past history, etc. Recommends the use of incentives such as hiring above the minimum, shortage differentials and the use of lower level classes to fill vacancies.

Knowledges and Abilities Required:

In addition to the knowledges and abilities required at the next lower level:

Knowledge of: Thorough and comprehensive knowledge of supplementary manuals and instructions, policy statements and precedent cases. For technician positions, a good knowledge of the organization served and the needs of the organization.

Ability to: Exercise sound judgment in selecting appropriate guidelines, from among various pertinent published and precedent case materials; deal with a variety of people under different circumstances, including pressure situations where information must be provided rapidly and accurately; provide substantive advisory and consultative services. For some positions, the ability to plan and supervise the work of others.

HUMAN RESOURCES TECHNICIAN VII

1.524

Duties Summary:

A position at this level performs the highest level of non-professional work in human resources, in addition to supervising and participating in the performance of technical human resources work comparable to the next lower level; or serves as immediate and overall supervisor of a group of subordinates performing human resources clerical/technical work comparable to the Human Resources Clerk V level; and performs other related duties as assigned.

Distinguishing Characteristics:

Positions at this level are of two (2) types:

Type I positions perform, on a regular and ongoing basis, advisory and consultative services similar to that performed by professional human resources positions, but limited by the complexity of work and scope of assignments. In addition, positions supervise and perform technical work comparable to Human Resources Technician VI. Positions at this level function in a highly independent manner.

Type II reflects a full-time supervisor with overall responsibility for supervising a group or groups of subordinate workers performing work comparable to Human Resources Clerk V.

A position of this type has considerable responsibility for the quantity and quality of work performed and services provided. The work involves responsibility for planning for the work and services of the unit; developing and implementing operating procedures; and making recommendations to management regarding changes in policies and procedures. There is frequent requirement for intense work activity and the position has significant responsibility for establishing and maintaining effective working relationship with others both within and outside the organization.

Both types of positions receive general supervision from a Human Resources Specialist or above.

Examples of Duties:

Type I provides advisory and consultative services similar to that provided by professional human resources positions in one or more areas of human resources management; supervises and participates in performing technical work comparable to the Human Resources Technician VI level; assigns, reviews and evaluates the work of subordinates; prepares procedures and guidelines based on established policies and practices; advises subordinates on difficult and problem areas; personally handles the most complex assignments; monitors workload; and recommends changes to policies and established practices.

Type II develops training manuals and new techniques; periodically conducts training sessions for staff; plans, distributes, and monitors work; conducts studies of clerical work flow to increase efficiency and implements changes as needed; establishes qualitative and quantitative standards of performance; meets with other agencies and individuals to seek clarifications and discuss work coordination and problem resolution; prepares various operational reports; provide back-up services in the absence of subordinate staff, during periods of heavy workloads, or to test new procedures, forms, and training methods.

Knowledges and Abilities Required:

In addition to the knowledges and abilities acquired at the next lower level:

Ability to: Provide comprehensive advisory and consultative services; plan, assign and review the work of others; prepare procedures and guidelines.

This is an amendment to the class specifications for the PERSONNEL CLERK AND TECHNICIAN series to re-title to HUMAN RESOURCES CLERK AND TECHNICIAN, effective April 18, 2012.

This is an amendment to the class specifications for the PERSONNEL CLERK AND TECHNICIAN series approved on October 20, 1967.

This class is adopted from the State of Hawaii, relative to the transfer of classification and compensation jurisdiction to the Hawaii Health Systems Corporation, effective July 1, 1998, pursuant to Act 262, Session Laws of Hawaii, 1996.

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