ASHEVILLE, NORTH CAROLINA

Classification Specification

Human Resources Consultant
Job Code: 3525
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to provide professional human resources support in one of the following functional areas: talent acquisition and retention, employee engagement, human resource policy, research and development.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Serves as a consultant to City staff regarding talent acquisition and retention, employee engagement, human resource policy research and development and other human resources issues; provides a wide variety of information to employees, management concerning human resources programs, policies and procedures and interpretation of laws and regulations; receives and responds to inquiries; conducts research; provides technical analysis; and makes appropriate recommendations.

Provides professional services and support to managers, administrators and employees in talent recruitment, selection, and retention: consults with and guides hiring managers in recruitment and staffing issues, policies, and processes; attends and/or advertising job fairs, recruitment, and hiring events; creates job bulletins and flyers; provides information and assistance to interested parties regarding applications and related materials; creates and

advertises job postings; reviews and screens applicants; refers qualified candidates to hiring manager; creates, writes, and implements selection assessment activities and grading rubrics; coordinates and participates in interview and selection committees; drafts offer letters; coordinates on-boarding and new hire processes and documentation; checks references, verifies employment; runs background checks; and schedules drug screens.

Develops talent acquisition strategies: coordinates with leadership teams to identify recruiting needs and challenges and to forecast future staffing needs; coordinates with local educational institutions and organizations to identify and fill training, education, and staffing needs; develops and facilitates training sessions and workshops for City staff regarding talent acquisition processes and procedures, recruitment strategies, interviewing skills, panel member participation and procedures, selection processes, and utilization of recruitment software; and interprets, applies, and ensures compliance with state and federal employment laws, civil service rules, collective bargaining agreements, and agency policies.

Provides professional services and support to City departments and staff regarding communication strategies and employee engagement and development programs: develops messaging and communication strategy for projects, programs, and departments; writes blog posts, emails, memos, and text for communication pieces; reviews and approves messaging; identifies and selects communication avenues for specific messages; develops and maintains department style guide; designs graphics for visual communications; and provides advice and guidance regarding employee perspective and communication needs.

Identifies and implements organizational training and employee engagement needs; consults with department heads and managers to determine training and education needs; facilitates new employee orientation; develops and facilitates professional and educational learning and skills development programs; designs and publishes training catalog/calendar; manages training registrations and evaluation reviews; secures subject matter experts as trainers; tracks performance measurements and survey results; and develops and implements employee recognition programs and employee retention strategies.

Provides professional services and support to City departments and staff regarding human resource policies, research and development: conducts research regarding and ensures compliance with human resource and personnel policies, procedures, laws, and regulations; advises City administrators, department directors, managers and employees regarding human resource practices and issues; recommends and applies personnel policies and corrective actions; drafts and/or revises human resource and personnel policies and procedures; and resolves and recommends solutions to sensitive human resources and personnel issues.

Receives and responds to internal and external requests for information regarding personnel policies, procedures, laws, and ordinances: assists employees with workplace or employment issues; counsels employees regarding policies, procedures and resolution of complaints; and serves as advisor to all parties involved in employee grievances or appeals.

Maintains awareness of pending legislation impacting human resource activities: reads, assimilates, and disseminates information on changes in laws and regulations; analyzes impact of changes on City policies and procedures; and recommends changes and additions to processes and procedures to ensure compliance.

Performs other duties in support of department operations : researches best practices and metrics related to area of assignment; identifies and analyzes trends; recommends strategies to address problems, issues, and concerns; administers human resource information systems and related software applications; and participates in departmental projects, such as document management, systems integration, process improvement, policy development, work/life balance initiatives, employee satisfaction surveys, etc.

Maintains a current, comprehensive knowledge and awareness of applicable laws, regulations, principles, trends, and practices relating to functional area of assignment; reads professional literature; maintains professional affiliations; and attends meetings, workshops, conferences, and training sessions as required.

Communicates with supervisor, City administrators and department heads, other City employees, third party service providers, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, applications, position requisitions, requests to hire, drug screen notifications, background checks, motor vehicle checks, offer letters, personnel action forms, welcome letters, selection process materials, job postings, class specifications, job advertisements, posts, emails, reports, years of service award recipients list, messages to employees, professional development marketing materials, graphic designs, slide decks, training materials, department protocols, strategic communication plans, staff recommendations and reports, performance measurement documents, policy drafts, surveys, personnel records, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Human Resources, Organizational Management, or a related field required; supplemented by five years of experience in area of assignment; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license. Must possess and maintain one or more of the following certifications: International Public Management Association for Human Resources Certified Professional (IPMA-CP), Professional in Human Resources (PHR), Society for Human Resource Management Certified Professional (SHRM-CP) or similar certification.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.