**Human Resources Consultant**

**DESCRIPTION OF WORK:** Positions in this banded class provide professional consultation in human resources best practices that support the organization in achieving stated business and strategic goals and objectives. Work involves developing and maintaining productive collaborative work relationships and assessing and responding to apparent and underlying client needs. Employees interpret policies and practices in context of the client’s needs and in alignment with the organization’s best interests and advise clients regarding decisions that are impacted by laws, policies, and procedures. Employees research, facilitate, negotiate, develop and document innovative solutions to human resources issues tailored to the requirements of the client and the organization. Employees are assigned to one or more specialties, such as: benefits administration; career planning; classification; compensation; employee retention and organizational culture enhancement; employee relations; employment; environment, safety and health; equal employment opportunity; HR Information Systems; international employment; legal compliance; payroll; policy administration; organizational design; staff development; talent management; workforce planning and/or closely related programs. Employees maintain confidentiality within established parameters. Employees may serve as lead consultant, program manager and/or project manager; in these roles, employees may supervise staff.

**EXAMPLES OF COMPETENCIES:**

**CONTRIBUTING:**

**Knowledge – Professional and Organizational:** Knowledge of HR policies and procedures related to assigned area(s). Ability to apply and interpret them for clients while providing services. Knowledge of HR program/service guidelines. Ability to identify,

evaluate, and resolve recurring work issues. Knowledge of State and federal laws in assigned HR program area(s). Ability to determine the correct or most appropriate course(s) of action.

**Consultation:** Ability to understand linkage of HR to organizational strategic plan. Ability to guide and collaborate with clients to execute routine HR actions

and to make decisions within the boundaries of

established policy and procedure. Ability to follow up with colleagues and resource providers to resolve HR issues. Ability to use general understanding of client’s organizational issues and work relationships to determine the best course of action. Ability to identify and resolve routine operational issues in assigned HR area(s). Ability to propose a course of action to address issues.

**JOURNEY**

**Knowledge – Professional and Organizational:** Knowledge of HR policies, procedures, best practices and their theoretical bases. Ability to apply and interpret a variety of interrelated policies, procedures and programs for clients and address clients’ non- routine issues. Ability to recommend policy exceptions in programs of assigned area. Knowledge of new HR theories, trends, laws or precedents. Ability to recommend and implement improvements or necessary changes to policies, procedures and/or program(s). **Consultation:** Ability to advise and collaborate with

**Communication:** Ability to establish and maintain productive collaborative professional work relationships with clients. Ability to respond promptly and accurately to answer questions within policy and

procedure guidelines in assigned HR area(s). Ability to use concepts and language that are easy for others to understand. Ability to use active listening to assure mutual understanding through shared information and viewpoints. Ability to present controversial information. Ability to encourage mutually agreeable resolution. Ability to gather information, via

interviews, surveys or other means, in order to assess client needs.

**Program/Project Management:** Ability to administer assigned HR program(s) or project(s) of limited scope

and complexity within set parameters. Ability to plan

work to meet established objectives and deadlines. Ability to monitor work of others and provide ongoing guidance and feedback to employees on performance. Ability to identify and communicate clearly with the employee when accomplishments are met as well as the specific areas needing improvement. Ability to provide on-the-job-training for employees helping them to be successful in the work assigned. Ability to answer questions in a timely manner. Ability to consider the audience’s skill level and training needs, and to deliver basic training programs to meet identified needs.

**Communication:** Ability to maintain and enhance professional relationships to build support and reach consensus when explaining and interpreting policies and procedures within assigned HR area(s). Ability to promote and market assigned area(s) and persuades clients of the needs and beneficial outcomes of the HR role. Ability to convey sensitive information or decisions to clients regardless of the risks involved. Ability to work toward mutual resolutions that are in the best interests of the organization and the unit. Ability to initiate and lead (verbal or written) dialogue

clients to resolve difficult issues in assigned HR area(s). Ability to identify workforce trends. Ability to recognize the impact of policies, procedures, and laws. Ability to apply knowledge and understanding of

client’s organizational culture, issues and work relationships to address HR situations. Ability to share knowledge and critical thinking process. Ability to promote the use of best practices to achieve mutually agreeable outcomes in the resolution of HR issues. Ability to determine and document a course of action to address complex, ambiguous or unique operational and/or programmatic issues in assigned HR area(s).

**ADVANCED**

**Knowledge – Professional and Organizational** Knowledge of HR policies, procedures, best practices and their theoretical bases. Ability to relate HR programs to business objectives and strategic plan to address complex or sensitive issues affecting clients. Ability to revise and approve programs, services, policies and/or procedures collaboratively. Ability to approve policy exceptions in programs of assigned area. Knowledge of HR area(s) and interaction with other areas. Ability to develop and implement state of the art HR systems, policies, and/or procedures. Ability to evaluate and revise policies and programs utilizing extensive HR knowledge. Knowledge of current thinking in HR theories, best practices, trends, methodologies and innovations. Ability to develop and retool HR programs and systems to shape and redefine the capabilities of the HR function in support of changing business needs and strategic goals of the organization.

**Consultation:** Ability to advise and negotiate with clients to address dynamic issues which require an in- depth understanding of the client’s organizational

culture, issues and work relationships. Ability to

resolve complicated, sensitive, or unusual problems of an individual or systemic nature. Ability to guide and coach clients, co-workers, and/or subordinates in evaluating and resolving the most complex operational issues, often in overlapping HR program areas. Ability to coach and lead others in providing effective, responsive and timely consultation services. Ability to enhance collaboration among individuals and groups. Ability to build consensus when dealing with opposing points of view and resolving competing or complex issues. Ability to promote a high level of integrity among all staff.

with clients in order to identify issues and solutions, recommend options, and summarize actions needed/taken.

**Program/Project Management:** Ability to lead HR program(s) or project(s) within established guidelines and standards, or to lead a component of a larger

program/project. Ability to ensure program/project

accountability. Ability to define scope, goals, tasks, deliverables, timelines, tools, and resources. Ability to assess the needs of the work unit or project. Ability to determine any gaps and recommend changes in procedures, workflow and work assignments to improve efficiency and effectiveness in performance of individuals and the work unit as a whole.

**Communication:** Ability to cultivate professional relationships with all levels of the organization in order to understand the business case and to have credibility when taking the initiative in difficult situations. Ability to encourage others in complex and sensitive situations to reach a mutually agreeable resolution that achieves business goals and maintains positive work

relationships across the organization. Ability to coordinate and manage communication efforts conveying difficult, crucial, and/or controversial decisions/results across organizational lines. **Program/Project Management:** Ability to manage new or multi-faceted HR program(s) or project(s). Ability to lead and facilitate teams, workgroups or assigned staff. Ability to conduct research and development. Ability to take initiative in strategic planning and change management efforts. Ability to develop, implement, and evaluats program(s)/project(s). Ability to establish goals and objectives of program(s)/project(s). Ability to set appropriate deadlines. Ability to plan and assign work of others. Ability to create a work environment that supports individuals being engaged and committed to the work and the organization. Ability to identify organizational needs and relevant business improvement processes. Ability to design staff development program curricula that promote greater learning within the organization. Ability to serve as a subject matter expert for new

topics and delivers educational sessions for HR

practitioners, executive management, and others.

**MINIMUM TRAINING AND EXPERIENCE:** Bachelor’s degree and two years of progressively responsible professional human resources management experience; or equivalent combination of training and experience. All degrees must be from appropriately accredited institutions.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.