



JOB FAMILY CONCEPT

This family consists of four level; introductory through advanced technical support and supervision. Levels are distinguished based on the complexity and scope of responsibilities and the independence of action. This job family is distinguished from others by the primary responsibility for providing support to the University's human resources functions and technical assistance to clients in the following areas:

- Payroll operations
- Records audit
- Recruitment
- Applicant test administration
- Benefits administration and orientation
- Leave administration
- Personnel Operations

Incumbents may perform one or more of these functions in support of a wide range of payroll and human resources functions.

TYPICAL FUNCTIONS

The typical functions listed are typical examples of work performed by positions in this job classification. Not all functions assigned to every position are included, nor is it expected that all positions will be assigned every typical function.

- Provide customer service
- Prepare departmental payroll for faculty and staff
- Gather and verify completeness and accuracy of timesheets for appropriate salary rates, leave accrual rates, benefit plan codes, FLSA status, position control and other information according to human resources policies and/or union contracts
- Coordinate correction of errors with department contacts
- Enter data into payroll system
- Calculate retroactive pay and premium adjustments
- Maintain payroll records, reconcile and adjust payroll reports and issue periodic reports
- Maintain personnel records, enter changes, compile and issue periodic reports
- Download generated error reports; complete necessary corrections and notify individuals, personnel technicians and other staff as warranted
- Retrieve data for payroll and human resources activities
- Gather and compile data for reports
- Set up direct deposits
- Assist in administering a variety of human resources functions such as employee training and orientation, salary surveys, classification projects, benefits enrollment, orientation, and temporary appointments
- Coordinate recruitment process and maintain application records



- Screen applications for minimum qualifications
- Manage academic activities and processes
- Provide information to faculty, staff and students
- Coordinate testing and interview processes; proctor tests; participate in the interview process
- Respond to inquiries about human resources programs such as recruitment and employment examinations, training and orientation, benefits, leave administration, classification and compensation
- Respond to requests for public records; provide or verify public information requested
- Communicate effectively orally and in writing
- Maintain confidentiality of customer and employee information
- Maintain Web site
- Provide training and assistance to unit staff
- Lead or supervise staff involved in carrying out payroll and human resources functions

LEVELS AND COMPETENCIES

The primary distinction between levels is reflected in the Level Descriptors. As levels increase, scope, complexity and degree of independence increase. Higher levels may perform duties of lower levels. Education and experience are stated at the minimum threshold for the level. Additional education or experience may be desirable for some positions.

Level 1
PCLS: 02421

Grade 75
Non-Exempt

Descriptors

Work is performed under general supervision. Work within well-defined guidelines. Perform routine technical tasks such as input of payroll data, employment verification, and processing of personnel documents requiring application of standard techniques, procedures, and criteria. Provide technical and clerical support for a wide variety of human resources activities.

Knowledge, Skills, and Abilities

Knowledge of payroll and personnel procedures, rules and regulations. Knowledge of University, federal and state law requirements. Knowledge of collective bargaining agreements. Knowledge of Banner system and basic computer operation. Ability to apply understanding of University, federal and state requirements for payroll and human resources functions. Ability to apply standard office practices and use standard office machines.

Education and Experience

High school graduation and one year office/administrative experience, or an equivalent combination of training and experience.



Level 2
PCLS: 02422

Grade 76
Non-Exempt

Descriptors

Work is performed under intermittent supervision. Work within established guidelines and procedures. Interpret, apply and explain rules, procedures and processes. Independently review payroll and personnel documents for accuracy, completeness and conformity to University regulations, federal and state laws, and collective bargaining agreement provisions. Maintain records. Resolve payroll and benefit discrepancies with departmental staff. Assist with a variety of human resources program functions including recruitment and special projects. Assist with training activities by gathering and organizing materials.

Knowledge, Skills, and Abilities

Same as level one, plus: Knowledge of payroll and human resource systems, and electronic spreadsheets. Analytical and problem solving skills.

Education and Experience

College coursework in accounting or human resources, and one year of technical human resources experience, or an equivalent combination of training and experience.

Level 3
PCLS: 02423

Grade 77
Non-Exempt

Descriptors

Work is performed under administrative supervision. Work within established guidelines. Manage recruitment processes including advertising, developing announcements, assisting with candidate evaluation, screening applications and referral. Research issues related to employee and labor relations, and advise departments. Analyze data and prepare surveys and reports. Serve as liaison between senior management and faculty, staff, and students. Direct/oversee a variety of academic processes such as awards, evaluations, and other faculty related activities. Provide support for compensation and benefits programs including monitoring family medical leave timelines, and processing COBRA notifications. Provide training to and act as liaison for schools/departments and satellite campuses requiring human resources/payroll technical assistance. Conduct salary and service verifications. May lead** payroll and or personnel technicians or office support staff as a secondary function.

Knowledge, Skills, and Abilities

Same as level two, plus: Knowledge of database design. Knowledge of recruitment process. Research skills. Presentation and training skills. Ability to lead**.

Education and Experience

One year college coursework in human resources, and two years of technical human resources experience, or an equivalent combination of training and experience.



Level 4

PCLS: 02424

*****Alternate PCLS: 09060**

**Grade 78
Non-Exempt**

Descriptors

Work is performed under administrative supervision. Resolve difficult problems related to payroll and/or personnel processes and human resources programs. Advise and provide technical assistance on payroll issues and changes in legislation and regulations. Coordinate all aspects of the hiring/recruitment process including reviewing for accuracy and compliance with screening criteria and announcements. Provide technical assistance on topics related to AA/EEO, policies, regulations, and laws pertaining to employment. Have substantial supervisory** responsibility for payroll and/or personnel technicians or office support staff and/or serve as technical expert for a discrete and complex* knowledge area or function.

Knowledge, Skills, and Abilities

Same as level three, plus: Advanced knowledge of database design, computer applications and/or electronic spreadsheets. Advanced knowledge of Banner, report generation, payroll adjustments and corrections. Advanced knowledge of University human resources programs, faculty and staff benefits, and program legal requirements. Ability to analyze and solve complex problems. Ability to supervise**.

Education and Experience

Two years college coursework in human resources, and three years of technical human resources experience, or an equivalent combination of training and experience.



- * **Complexity:** Refers to the higher level of interpretation of and diversity of rules and regulations (e.g. Federal and State laws, statutes and regulations, and University policies, procedures and regulations). Complex positions typically work with external constituencies, multiple departments, faculty and campuses. Complexity increases as positions more frequently work with these entities. Complexity increases as positions make decisions, in accordance with strict deadlines, that must be sound and based on past practice. Complex positions also require increased technical knowledge to fill an expert resource role.
- * **Scope:** Refers to the impact a unit/department has on the school, campus, or University system. Scope also refers to the impact of recommendations or decisions a position has on policies/regulations and the political sensitivity or scrutiny of actions taken.
- ** **Lead:** Provide day-to-day guidance, training and direction for staff in addition to other duties. Regularly assign and review work. Individual must be fluent in assigned area of responsibility.
- ** **Supervise:** Hire, train, evaluate performance and initiate corrective action.
- *** Exemption status determined on a case-by-case basis. Essential functions of each job will be reviewed and evaluated in accordance with Fair Labor Standards Act regulations.

[July 2009 revisions included formatting document for consistency, and adding alternate PCLS information.]