

Draft Classification Standards – Rev. 03/29/2024
Human Resources Professional Series

Class Title	Class Code	Issue Date	FLSA
<i>Human Resources Professional I</i>	XXXX	XXXX	<i>Non-Exempt</i>
<i>Human Resources Professional II</i>	XXXX	XXXX	<i>Exempt*</i>
<i>Human Resources Professional III</i>	XXXX	XXXX	<i>Exempt*</i>
<i>Human Resources Professional IV</i>	XXXX	XXXX	<i>Exempt*</i>

OVERVIEW:

Positions classified within the Human Resources Professional series are directly responsible for providing human resources services and advisory support to faculty, staff, and administrators. This classification includes implementing and contributing to the development of human resources policies and programs to ensure human resources practices are fair, equitable, legally compliant, and serve to attract, motivate, and retain highly qualified faculty and staff whose contributions will advance the university’s mission. Responsibilities include, but are not limited to, talent acquisition, benefits administration, human resources information management, and training and development.

Positions are assigned to classifications within the series based on the scope and complexity of human resources activities; degree of independence and judgement; experience, knowledge, skill, and ability required; degree of planning, analysis, and execution required by the position; impact and risk to the university; and nature of supervision received.

Positions perform tasks that may include, but are not limited to, administering benefits programs and policies; developing and implementing recruiting and talent acquisition strategies and onboarding new employees; coordinating leave of absence requests; coordinating training and development of staff; preparing human resources reports; and providing general human resources support. Higher levels within the series build upon and include the knowledge and skill requirements and work assignments of lower levels within the series.

Human Resources Professional I – Entry-level professional who applies basic professional concepts to resolve problems of limited technical scope and complexity; normally operates under detailed guidelines and work is often reviewed for accuracy. Assignments may be routine in nature and involve performing various duties related to delivering human resources services. Conducts analysis of alternative options and situations or data from which answers can be readily obtained. Routinely interacts with university employees.

Human Resources Professional II – Professional who applies acquired job skills, policies, and procedures to complete significant assignments, projects, and tasks of moderate technical scope and complexity; draws from prior experience and knowledge of human resources to exercise judgment while coordinating human resource operations. Ensures compliance with human resources standards, protocols, guidelines, and operating policies, procedures, laws, and regulations. Provides input for new human resources programs and procedures. Works with stakeholders to ensure proper implementation of programs by providing significant explanation or interpretation.

* This classification as outlined in this document meets the duties test of the Administrative Exemption. An employee’s actual exemption status may differ based on salary rate and actual duties performed.

Human Resources Professional III – Professional who applies advanced job skills, in-depth organizational and stakeholder acumen, and project management skills to complete substantive assignments, projects, and related work of significant technical scope and complexity. Exercises advanced discernment and in-depth knowledge of human resources best practices, university policies and procedures, laws, and regulations to determine appropriate action. May require the development of new approaches, techniques, and innovation to address issues. Works with stakeholders to ensure proper implementation of programs by utilizing persuasion.

Human Resources Professional IV – Technical leader with a high degree of knowledge in human resources. Problem-solving frequently requires analysis of unique issues or problems without precedent and/or structure and new approaches, methods, techniques, or innovation. Responsible and accountable for implementation and maintenance of human resource policies and programs. In collaboration with management, develops human resource strategies and applies relevant laws and policies to develop programs, processes, and policies. Functions with a high degree of autonomy. Work is performed without appreciable direction and often requires a high degree of persuasion and leadership. Serves as a high-level individual contributor providing expertise and functional leadership and/or may oversee the day-to-day operations of the program or functional area including providing lead work direction to other professional and/or technical staff. Accountable for short- and long-term goals and objectives.

DISTINGUISHING CHARACTERISTICS:

The Human Resources Professional performs human resources work in the centralized office dedicated to human resources and/or faculty affairs.

TYPICAL PROGRAMS, ACTIVITIES, AND CORE FUNCTIONS/DISCIPLINES (*May include but are not limited to*):

- **Benefits Administration** – Administers all aspects of employee benefits programs, including health insurance, retirement plans, leave policies, wellness programs, workers' compensation, and other employee benefits. Coordinates benefit enrollment processes, including new hire enrollments, open enrollment periods, and life event changes. Ensures compliance with federal, state, and local regulations. Collaborates with benefits providers, insurance brokers, and other vendors to ensure smooth administration of benefits programs. Assists employees with benefits-related issues, such as claims resolution, coverage questions, and appeals.
- **Leave of Absence Administration** – Ensures compliance with federal, state, and local leave laws and regulations, including FMLA, ADA, and other applicable statutes. Administers leave of absence programs, ensuring compliance with leave regulations and internal procedures. Coordinates leave requests, including medical leaves, parental leaves, and personal leaves. Reviews and processes leave applications, medical certifications, and other required documentation. Collaborates with human resources and management teams to facilitate reasonable accommodations for employees on leave, in compliance with the American Disabilities Act (ADA) and other applicable laws.
- **Organizational Development and Training** – Develops and delivers learning and professional development programs, as well as organizational and process assessments and initiatives. Conducts learning needs assessment to determine training needs and

goals. Evaluates and researches emerging learning and development strategies, programs, and methods. Collects and analyzes training and development feedback and data to determine process and method improvements.

- *Human Resources Information Systems* – Develops and maintains human resources information systems and related processes for gathering and maintaining human resources data. Analyzes data to identify trends, patterns, and areas for improvement in human resources programs and processes. Produces analytical summaries and reports.
- *Talent Acquisition* – Collaborates with hiring managers to develop effective recruitment strategies that align with the organization's talent needs and business objectives. Analyzes talent acquisition pipelines and schemes. Reviews resumes, conducts initial screenings, and completes interviews to evaluate candidates' qualifications, skills, and suitability for specific roles. Provides guidance to search committees. Conducts reference checks and background investigations as required. Prepares and extends job offers, negotiates terms, communicates benefits programs, and facilitates the onboarding process. Builds and maintains a talent pipeline of potential candidates for future hiring needs.
- *Faculty Affairs* – Facilitates faculty evaluation processes and academic-related leaves of absence. Determines eligibility for faculty compensation programs. Ensures compliance with faculty employment policy matters. Analyzes and administers faculty additional employment and professional development compensation programs. Collaborates on recruitment processes for tenure-track and temporary academic employees. Responsible for faculty work assignment, appointment, and assigned time compliance. Reviews and processes temporary faculty and academic employee appointments. Develops and delivers training programs specific to academic employment.

HUMAN RESOURCES PROFESSIONAL I

Under direct supervision, performs entry-level professional duties by utilizing basic concepts within a human resources discipline. Assists more advanced human resource professionals. Performs less complex assignments following detailed and established procedures in support of human resources programs. Work is regularly reviewed for understanding of professional concepts and compliance with policies and procedures.

Work assignments typically include some or all of the following:

- ♦ Coordinates and assists with the implementation and communication of human resources policies and procedures by serving as the first point of contact for inquiries. Follows established guidelines, policies, and practices to respond to questions and determine actions.
- ♦ Provides guidance and support to employees regarding benefit programs such as explaining options throughout the retirement process, authorizing enrollment changes, and reviewing COBRA qualifying events.
- ♦ Reviews, analyzes, and completes third party administrator reports and communications such as unemployment claims and CALPERS accounts receivables.
- ♦ Ensures accurate and timely processing of benefits-related paperwork and data entry.
- ♦ Gathers and analyzes human resources data and provides summary reports to guide program and policy development.

- ◆ Maintains data in automated information systems and generates reports as requested.
- ◆ Facilitates faculty and staff hiring searches and recruiting strategies. Reviews faculty contracts for accuracy and processes new contracts.
- ◆ Reviews resumes against job requirements. Conducts candidate assessments and recommends top candidates.
- ◆ Follows established guidelines, policies, and practices to respond to human resources policy and procedure questions.
- ◆ Escalates complex human resources related complaints, issues, and/or problems to appropriate professionals (e.g., labor relations, human resource managers or higher-level professionals).
- ◆ Stays current with industry trends and best practices in higher education human resources, benefits administration, and leave of absence management.

MINIMUM QUALIFICATIONS:

Knowledge and Skill:

- ◆ General knowledge of human resources, benefits administration, recruitment, and/or another human resources discipline.
- ◆ Skill in following guidelines and providing input and feedback as required and applicable to regulatory compliance.
- ◆ Strong attention to detail and accuracy
- ◆ Strong communication and interpersonal skills to effectively present information in a diverse environment.
- ◆ Ability to work independently and as part of a team and build relationships with diverse stakeholders.
- ◆ Ability to maintain confidentiality and appropriately handle sensitive information.
- ◆ Flexibility to adapt to changing priorities and deadlines.
- ◆ Organizational skills to plan, organize, and prioritize work.
- ◆ Analytical skills to collect, analyze, and summarize human resources data and metrics.
- ◆ Computer skills to appropriately use technology and relevant software packages as required.

Experience and Education:

Equivalent to a bachelor's degree in a related field. Relevant education and/or experience which demonstrates acquired and successfully applied knowledge and abilities shown above may be substituted for the required education on a year-for-year basis.

HUMAN RESOURCES PROFESSIONAL II

Under general supervision, administers and implements human resource programs and initiatives. Responsibilities cover most technical aspects of human resources and related projects. Applies professional level knowledge of human resources. Collaborates with various stakeholders to ensure compliance with human resources policy, regulations, and relevant bargaining contracts, and help stakeholders handle requests. Work assignments are typically performed under general supervision to ensure accuracy and alignment with objectives. Handles multiple work priorities and is accountable for own work results.

In addition to duties performed by the Human Resources Professional I, the Human Resources Professional II typically performs the following duties:

- ◆ Reviews, revises, and develops human resource policies, processes, and guidelines to support the university's goals and objectives.
- ◆ Collaborates with university departments, faculty, and staff to resolve complex issues or questions related to specific area of expertise (e.g., talent acquisition, benefits, human resources information systems).
- ◆ Interprets regulations, policies, and related documents (e.g., bargaining unit contracts) to advise managers on the best course of action.
- ◆ Analyzes data, trends, and costs to evaluate the effectiveness of programs. This includes benefits utilization data, and recruitment data. Uses metrics data to identify opportunities for improvement and monitor effectiveness of programs.
- ◆ Recommends, develops, and plans recruitment and selection programs including determining recruitment tactics for specific positions; developing materials to train and guide selection committees; and handling applicant screening and candidate interview processes.
- ◆ Maintains third party relationships such as monitoring service levels with vendor partners.
- ◆ Organizes, coordinates, and trains professionals and administrative staff with regard to current policies and procedures for hiring processes and other human resource functions.
- ◆ Under direction of management, develops, implements, modifies, and monitors talent acquisition, benefits, learning and development, and human resources information systems, processes, and practices.
- ◆ Provides recommendations for ongoing improvement based on review of industry best practices and trends in human resources.

MINIMUM QUALIFICATIONS:

In addition to Human Resources Professional I knowledge and skill requirements, work assignments typically require:

- ◆ Working skills and knowledge of human resource discipline principles, practices, and related regulations.
- ◆ Demonstrated experience in developing and implementing human resource standards, policies, and procedures.
- ◆ Strong project planning and organizational skills to plan, organize, and manage multiple projects.
- ◆ Strong analytical skills in order to evaluate and interpret data to develop sound conclusions and recommendations.
- ◆ Strong communication and interpersonal skills to effectively present information and ideas and advise managers, staff, and faculty regarding human resources policies and procedures.

Experience and Education:

Equivalent to a bachelor's degree in a related field and two years of relevant experience. Additional experience which demonstrates acquired and successfully applied knowledge and abilities shown above may be substituted for the required education on a year-for-year basis. An advanced degree in a related field may be substituted for the required experience on a year-for-year basis.

HUMAN RESOURCES PROFESSIONAL III

Working independently under general supervision, performs advanced human resources work and exercises lead oversight for most projects and responsibilities. Applies advanced knowledge or expertise in one or more human resources disciplines to recommend and implement strategic plans and initiatives. Demonstrates advanced discernment in selecting methods and techniques for obtaining solutions. In collaboration with management, oversees assesses, formulates, and evaluates programs, policies, and procedures. Decision-making is based on human resources best practices; relevant regulations; advanced experience; and university goals and practices. Work is focused on ensuring alignment with overall objectives. Handles multiple work priorities and may provide lead work direction with accountability for results.

In addition to duties performed by the Human Resources Professional II, the Human Resources Professional III typically performs the following duties:

- ◆ Plans key objectives and longer-term human resources goals and strategies.
- ◆ Oversees and administers human resources programs, systems, procedures, and training. Ensures alignment with university goals and policies and external regulations.
- ◆ Assesses and evaluates the impact of human resources programs from a strategic and operational perspective. Implements and recommends improvements to existing processes and procedures.
- ◆ May provide lead work direction, guidance, and mentorship to human resources professionals to ensure the successful implementation of initiatives.
- ◆ Provides oversight for the entire employment life cycle process and employee experience.
- ◆ Develops and maintains partnerships with university leadership to contribute to the design and implementation of effective strategies to meet organizational needs. Assesses and evaluates complex issues. Ensures compliance with human resources policies and external regulations.
- ◆ Responsible for strategic recommendations having broad campus and often systemwide impact. Performs work that supports short- and long-term goals and objectives.

MINIMUM QUALIFICATIONS:

In addition to Human Resources Professional II knowledge and skill requirements, work assignments typically require:

- ◆ Advanced knowledge and understanding of human resources or a specialty area.
- ◆ Demonstrates competence in independently applying advanced judgment to resolve difficult and complex problems and issues.
- ◆ Proven experience in handling complex personal situations and the demonstrated ability to deescalate sensitive situations.
- ◆ Advanced analytical and organizational skills to organize, prioritize, and manage the successful completion of projects within time and budget constraints.
- ◆ Ability to effectively represent the university, engage and collaborate with internal stakeholders and university leadership.
- ◆ Advanced skill in mentoring or overseeing the work of other professional staff.
- ◆ Ability to understand problems from a broad, interactive perspective and discern applicable underlying principles to devise and develop strategic solutions.
- ◆ Advanced skill to appropriately use technology and relevant human resource information systems and management tools.

Experience and Education:

Equivalent to a bachelor's degree in a related field and four years of relevant experience. Additional experience which demonstrates acquired and successfully applied knowledge and abilities shown above may be substituted for the required education on a year-for-year basis. An advanced degree in a related field may be substituted for the required experience on a year-for-year basis.

HUMAN RESOURCES PROFESSIONAL IV

Working independently with minimal supervision, performs highly complex human resources work that requires expert knowledge of general human resources or a specific function. Uses expertise to provide expert advice and guidance across the university to students, faculty, staff and other leaders. Problems are highly complex and solutions may require the creation of new, unprecedented procedures. Serves as a technical expert and collaborates with management in the development, implementation, and administration of programs, policies, and practices. Decision-making often requires integration and interpretation of organizational policies and protocols, professional best practice, financial and organization impact on program, and persuasion and negotiation with senior management. Assesses, prioritizes, and recommends program changes. Administers significant programs with systemwide impact. Leads human resources programs which may have broad impact to the university. Functions with a high degree of autonomy. Work is performed without appreciable direction and often requires a high degree of persuasion and leadership.

In addition to duties performed by the Human Resources Professional III, the Human Resources Professional IV typically performs the following duties:

- ◆ Responsible for strategic leadership within human resources having broad campus and often systemwide impact. Accountable for short- and long-term goals and objectives.
- ◆ Leads strategic projects and initiatives within human resources of significant scope and impact on the university and people operations with management approval. Under the direction of management, may oversee the day-to-day operations of the program including providing lead work direction to other professionals.
- ◆ Serves as a key technical advisor to executives and management for a human resources discipline. Provides oversight and recommendations for problems or complex issues.
- ◆ Conducts process improvement efforts, often developing new strategic approaches and solutions under management supervision. Address problems from a broad interactive perspective using advanced research and analytical skills to conceive new solutions.

MINIMUM QUALIFICATIONS:***In addition to Human Resources Professional III knowledge and skill requirements, work assignments typically require:***

- ◆ Expert knowledge and understanding of human resources or a specific discipline.
- ◆ Expert knowledge and skill in applying and interpreting applicable standards, guidelines and, as appropriate, recommend organization policy.
- ◆ Expert analytical and organizational skills to organize, prioritize, and coordinate the successful completion of large, complex, and strategic human resources projects.
- ◆ Expert communication and interpersonal skills to effectively represent the university and persuade diverse constituencies.

- ◆ Expert skill to effectively understand legal and regulatory compliance issues regarding a human resources discipline.

Experience and Education:

Equivalent to a bachelor's degree in a related field and five years of relevant experience. Additional experience which demonstrates acquired and successfully applied knowledge and abilities shown above may be substituted for the required education on a year-for-year basis. An advanced degree in a related field may be substituted for the required experience on a year-for-year basis.

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