

## Human Resources (HR) Consultant 1

### I. KIND AND LEVEL OF WORK

The first of two levels in the HR Consultant series. Under limited supervision, employees in this class provide advanced professional human resource guidance and consultation to managers, supervisors and employees. At this level incumbents are responsible for planning, designing, implementing and evaluating a wide range of human resource strategies and activities for one or more human resource functions such as classification, recruitment and selection, compensation, employee and labor relations, organizational analysis and workforce development.

The HR Consultant 1 classification applies broad and/or deep specialized knowledge of human resources to assist managers and supervisors to translate their current and future business needs into human resource decisions and activities. At this level, an employee guides decision-making through human resource principles and interpretation of policies, procedures and collective bargaining agreements to mitigate risk, resolve complex issues and improve systems and procedures. As problems or opportunities for improvement arise, the incumbent relies on professional and technical expertise, standard HR processes and procedures, and past precedent to address issues and improve services.

An employee in this class may provide lead work to other lower-level professional HR classifications, contributing to the development and mentoring of other HR staff, or lead the agency participation in agency-wide projects such as class reviews or events such as job fairs.

**DELEGATION:** Positions in this classification that perform work covered by delegation must carry subdelegation. These positions will often be subdelegated for the full list of selection activities and many, if not all, classification or compensation activities. Within a larger HR office, these positions will be fully sub-delegated for one, two or all three areas of delegation. *Positions in any classification must receive all training before being granted subdelegation.*

### II. DISTINGUISHING CHARACTERISTICS

The HR Consultant 1 classification requires expanded knowledge and experience necessary to provide strategic advice and consultation to managers, supervisors and other HR staff, often serving as a lead or providing expertise in a specialized human resources function, such as the development of organizational structures and action plans to meet unique workforce and recruiting needs, or consulting on several related functions such as classification, compensation and recruitment. At this level an incumbent may participate in or lead the coordination of large and complex projects, such as conducting classification studies or developing, directing, and participating in agency staffing process improvement initiatives with agency-wide impact. At times the incumbent will partner with other agencies or external groups, guiding subject matter experts in updating procedures, developing tools and improving the effectiveness and efficiency of HR services provided.

In contrast, the HR Specialist 3 generally serves as a technical expert within assigned HR function(s) such as classification, recruitment, and staffing and is often designated to approve the work of other human resources staff yet may not necessarily be assigned as team lead. An incumbent in the HR Consultant 1 classification typically participates in or contributes to state-wide committees and workgroups resulting in a greater overall impact, whereas this is less common of the HR Specialist 3 classification where impact is generally division- or agency-wide.

The HR Consultant 2 is recognized as a subject matter expert in one or more human resource functions and relies on human resources expertise to operate with a significant level of independence. At this level, the incumbent is able to make judgments and take necessary actions when presented with unique and complex challenges, such as evaluating and determining appropriate and legally defensible testing and examination systems, conducting research and providing business analyst support to integrate new technology, or advising on difficult performance management situations. In comparison, an incumbent in the HR Consultant 1 classification is typically required to seek guidance from their supervisor when faced with such matters before taking action.

Though positions in the Labor Relations Consultant series primarily focus on labor relations, a position in the HR Consultant 2 classification with labor relations responsibilities will generally be responsible for actively participating in labor negotiations, whereas an incumbent in the HR Consultant 1 classification may or may not be involved. The HR Consultant 2 demonstrates influential communication skills to lead and mentor other HR staff and coach or persuade supervisors and managers to provide direction and equip their decision-making to achieve desired outcomes.

### **III. EXAMPLES OF WORK/DUTIES**

*(A position may not include all the work examples given, nor does the list include all that may be assigned.)*

- Lead complex or sensitive job audits. Collaboratively or independently conduct class reviews and consult with MMB to implement results and/or to develop, revise or abolish classifications.
- Serve as strategic recruitment partner providing advanced HR consultation to hiring managers, business leaders and other internal stakeholders through developing recruitment forecasts and strategies to meet immediate and long-term workforce needs aligned with budget parameters. Evaluate effectiveness of recruitment strategies and revise/re-implement accordingly.
- Provide labor relations consultation and services to managers and supervisors by advising on performance management, wage and benefit management, employee misconduct, discipline, grievances and arbitration, and layoff procedures. Interpret and apply administrative procedures, HR and labor relations operational policies and procedures, personnel law and rules, and collective bargaining agreements and compensation plans, analyzing risk and impacts of decisions. May participate in collective bargaining, supplemental negotiations, and labor management meetings with exclusive representatives.

- Serve as lead investigator and oversee investigations within the agency by providing guidance on the investigatory process, writing interview questions and conducting investigations, composing detailed investigatory reports to inform decision makers, and working with the Attorney General's Office and/or the Office of the Legislative Auditor when cases violate the Code of Conduct and Code of Ethics policies.
- Design and deliver training and development programs to managers, supervisors and employees related to human resources management such as new employee orientation, equal opportunity hiring, labor contract administration, investigative or disciplinary processes, and other related areas.
- Evaluate the effectiveness of agency HR practices, policies, procedures and tools to identify areas for improvement and develop recommendations for new or revised policies and procedures. Lead or participate in continuous improvement projects through full implementation to enhance human resources programs and services.

#### **IV. KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of:

- Advanced professional knowledge of human resources and labor relations laws, rules, policies and procedures that includes theory/underlying principles and practices within these areas sufficient to administer, interpret and recommend revisions where appropriate.
- Emerging trends and best practices in job analysis, classification, compensation, selection and labor relations sufficient to provide guidance and independent consultation to agency management and other HR staff.
- Training/learning techniques and motivational theory to successfully train and coach managers, supervisors and other HR staff.

Skill in:

- Effective communication techniques to listen to concerns, influence outcomes and recommend creative solutions, fostering credible working relationships with management, employees and the general public, at times handling situations that may be sensitive, controversial, difficult and/or confidential in nature.
- Using human resources systems, applicant tracking and reporting software to support recruiting operations and analyze/compile employee and position data to support management decision-making.

Ability to:

- Facilitate and participate in work group discussions and build and reach consensus among staff with differing viewpoints in order to evaluate, identify problems with, and recommend and implement changes to current processes.

- Consistently interpret and apply the provisions of collective bargaining agreements and pay plans to variable situations.
- Independently research and resolve a wide range of issues by interpreting various laws, rules, policies, procedures, and collective bargaining provisions and by applying professional HR knowledge and expertise to recommend alternatives and solutions.
- Provide leadership and mentoring on the work activities of less experienced HR team members.

## LICENSURE/CERTIFICATION/STATUTORY REFERENCES

N/A

## SPECIAL WORK CONDITIONS

N/A

## REFERENCES

T.C.: 7/67, 3/72. 4/9/13

Former Title(s): Merged with Equal Opportunity Specialist 3 - 1/16/78

Merged with Personnel Program Coordinator - 5/22/86

Civil Service Technician III

Senior Personnel Technician

Personnel Representative

## REVISION HISTORY

Established 04/1940

Revised 07/1967; 06/2025