

**POSITION DESCRIPTION**

DER-DCLR-10 (Rev. 02-00)

State of Wisconsin

1. Position No. 311571	2. Cert / Reclass Request No.	3. Agency No. 545
---------------------------	-------------------------------	----------------------

4. NAME OF EMPLOYEE	5. DEPARTMENT, UNIT, WORK ADDRESS Office of State Employment Relations Division of Merit Recruitment and Selection 101 E. Wilson Street, 4 <sup>th</sup> Floor Madison, WI 53702
6. CLASSIFICATION TITLE OF POSITION  Executive Human Resources Officer	
7. CLASS TITLE OPTION (to be filled out by Personnel Office)	8. NAME AND CLASS OF FORMER INCUMBENT Diane Lund
9. AGENCY WORKING TITLE OF POSITION	10. NAME AND CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES  None
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR Linda Brennan, Executive Human Resources Manager	12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?

13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? Yes  No   
IF YES, COMPLETE AND ATTACH A SUPERVISORY POSITION ANALYSIS FORM (DER-DCC-84).

14. POSITION SUMMARY – PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

See Attached

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION (Please see sample format and instructions on Page 3.)

- GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
- WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
- TIME %: Include for goals and major worker activities.

TIME %	GOALS AND WORKER ACTIVITIES	(Continue on attached sheets)
	See Attached	

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION (See Instructions on Page 2)

- a. The supervision, direction, and review given to the work of this position is [ ] close [ ] limited [ x ] general.
- b. The statements and time estimates above and on attachments accurately describe the work assigned to the position. (Please initial and date attachments.)

Signature of first-line supervisor \_\_\_\_\_ Date \_\_\_\_\_

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.  
(Please initial and date attachments.)

Signature of employee \_\_\_\_\_ Date \_\_\_\_\_

18. Signature of Personnel Manager \_\_\_\_\_ Date \_\_\_\_\_

DISTRIBUTE COPIES OF SIGNED FORM TO:

- P-FILE  DEPARTMENT OF EMPLOYMENT RELATIONS  EMPLOYEE  DEPARTMENT FILE  CERT REQUEST COPY

This program manager position is the Assistant Agency Services Manager in the Bureau of Agency Services, Division of Merit Recruitment and Selection (DMRS), Office of State Employment Relations (OSER). This position coordinates and directs professional level staff activities in enterprise personnel operations. Assignments frequently cross division lines, have statewide, long-term impact. Requires extensive knowledge of state government , and in-depth knowledge of the civil service system, laws and procedure; and state and federal employment laws; agency goals and management priorities. Decisions require interpretation and innovation to ensure that the spirit and intent of the civil service law is carried out while advancing innovative approaches to problem solving and research of best practices for potential application.

This position works under the general supervision and direction of the Bureau Director. Coordinates and provides management oversight to DMRS activities including: policy development, implementation and enforcement; quality assurance in DMRS training programs; and technical assistance to the DMRS professional staff. Also supports OSER management team and directs the work of the Agency Services Bureau on their behalf.

### **TIME % GOALS AND WORKER ACTIVITIES**

- 25% A. PROVISION OF POLICY DEVELOPMENT, IMPLEMENTATION, INTERPRETATION AND ENFORCEMENT**
- A1. Analyze changes and identify policy shortcomings as it affects merit recruitment and selection.
  - A2. Lead DMRS efforts towards the internal development and revision of statutes and administrative rules.
  - A3. Prepare policy changes for the Administrator when legislative process is required (e.g. Statutes and Administrative Codes).
  - A4. Lead DMRS efforts towards the creation or modification of policy directives and guidance including WI Human Resource Handbook chapters, bulletins, and related procedural changes.
  - A5. Participate in and oversee the research of policy questions and advisory opinions on behalf of the staff in consultation with the administrator and legal counsel.
  - A6. Provide replies to policy inquiries and requests for interpretation of policy under the oversight of the Administrator and legal counsel when required.
  - A7. Lead DMRS staff reviews of policies for other partners in OSER or elsewhere.
  - A8. Discuss state personnel policy alternatives and implications with OSER staff and staff out in the agencies as requested.
  - A9. Provide interpretations of rules, laws and relevant policy provisions as requested.
- 20% B. COORDINATION OF MERIT RECRUITMENT AND SELECTION ACTIVITIES.**
- B1. Serve as subject matter expert in the development and implementation of recruitment strategies; job analysis; creation, revision, administration and analysis of civil service examinations; and creation and maintenance of statewide employment registers and certifications.
  - B2. Participate in the development and use of state-of-the-art employee selection instruments (i.e., examination methodologies) within DMRS as well as in support of agency endeavors.
  - B3. Serve as division's statistical expert to ensure validity of instruments used to examine applicants.
  - B4. Coordinate communication to ensure input from necessary internal and external customers (i.e., state agencies, bargaining units, OSER management, etc.) is taken into consideration in the development of classification or staffing initiatives.
  - B5. Review and monitor the quality of work products of individual staff members.

- B6. Provide liaison across division lines to synthesize merit recruitment and selection activities and functions to support OSER stakeholders such as Labor Relations, Compensation, Classification and Affirmative Action.
- B7. Train new Executive Human Resources Specialists on staffing functions and oversee orientation of new team members.

**20% C. PROVISION OF LEADERSHIP, CONSULTATION AND TECHNICAL ASSISTANCE TO DMRS STAFF.**

- C1. Serve as leadworker to other DMRS staff providing technical assistance and consultation to agencies and all customers in all DMRS related matters.
- C2. Lead the design or redesign of DMRS internal programs, policies and procedures within and across divisions and lead HR Consultants in the process.
- C3. Collaborate with team members to resolve the most complex problems or make effective recommendations to OSER management for problem resolution.
- C4. Oversee the assignment of work and distribution of responsibilities for DMRS HR Consultants on behalf of the Bureau Director, and consult with Bureau Director regarding the reallocation of duties and assignments as necessary as needed.
- C5. Conduct regular meetings with team members to ensure unity of effort, consistency and share best business practices.
- C6. Assist Bureau Director in the development of performance standards for DMRS HR Consultants.
- C7. Participate in the performance evaluation process, providing formal input to the Bureau Director on the performance and training needs of team members.
- C8. Mentor new staff and assist senior staff in their professional development as needed.

**10% D. PROVISION OF QUALITY ASSURANCE IN THE ADMINISTRATION OF DMRS TRAINING PROGRAMS.**

- D1. Coordinate staff activities related to monitoring agency performance in staffing matters as it affects enterprise training standards and content.
- D2. Coordinate staff activities in the development and provision of training programs conducted by staff of the Division of Merit Recruitment and Selection.
- D3. Review and evaluate training materials developed by DMRS trainers for subject content and quality.
- D4. Conduct audits of training as it is being delivered in order to facilitate evaluation analysis and provide constructive recommendations for program and delivery improvement.
- D5. Present/teach select segments of training courses provided by the DMRS and/or OSER.
- D6. Coordinate location and reservation of training facilities with OSER's training coordinator.
- D7. Assign Agency Services staff as individual and team instructors.
- D7. Oversee the review, revision and update of course instructional materials and instructor proficiency.
- D8. Identify the need for new training to be developed for specific topical areas, consulting with the Administrator, Bureau Director, other DMRS staff and others, including state agency human resources directors.
- D9. Determine if audience-specific training is necessary and coordinate the development and provision of such training with the DMRS HR Consultants.

D10. Advise the Bureau Director in identifying training opportunities and/or develop training programs for DMRS staff development.

**10% E. THE PROVISION OF ADMINISTRATIVE AND PROFESSIONAL SUPPORT AS PART OF THE DMRS MANAGEMENT TEAM**

- E1. Develop and/or coordinate the development of a variety of official correspondence and other products for the Bureau Director, Administrator and Office Director or Deputy.
- E2. Respond to both general and specific inquiries and information requests from the public, legislators, other governmental units and other interested parties regarding a broad spectrum of human resources related matters.
- E3. Participate in division management team as requested, supporting management's direction of the division in the execution of duties and responsibilities.
- E4. Act on behalf of the Bureau Director in the bureau director's absence.

**15% F. COORDINATION OF BUSINESS PROCESS IMPROVEMENT PROJECTS**

- F1. Lead or participate in DMRS support of OSER directed projects and initiatives.
- F2. Define the scope of projects in collaboration with senior management.
- F3. Create detailed work plans which identify and sequence the activities needed to successfully complete the project.
- F4. Participate in determining the objectives and measures upon which the project will be evaluated at its completion.
- F5. Execute projects according to the project plan.
- F6. Establish communications to update stakeholders including appropriate staff in the organization on the progress of projects and to rollout projects.
- F7. Ensure that the project deliverables are on time, within budget and at the required level of quality

**KNOWLEDGE, SKILLS & ABILITIES**

- 1. Knowledge of the Wisconsin Statutes Chapter 230 and 111, and the Wisconsin Administrative Codes, Ch ER-MRS - Rules of the Administrator, Ch ER - Rules of the Director.
- 2. Knowledge of OSER and DMRS policy contained in Wisconsin Human Resources Handbook, bulletins, training materials and other official directives.
- 3. Knowledge of job analysis techniques and methodologies.
- 4. Knowledge of exam development techniques and methodologies.
- 5. Knowledge of statistical principles as they apply to measuring the validity and reliability of examination methodologies.
- 6. Knowledge of procedures applicable to Wisconsin Civil Service examination administration, scoring and certification process.
- 7. Knowledge of measurement principles and techniques in an employment setting.
- 8. Knowledge of professional and legal standards and requirements relating to employment and assessment of human behavior to include AA/EEO, state and federal statutes or codes (Title VII, Americans With Disabilities Act, etc.), APA standards, and Uniform Guidelines on Employee Selection.
- 9. Knowledge of instructional design and delivery.
- 10. Ability to organize and develop effective training programs.

11. Knowledge of Wisconsin and Federal employment laws such as Wisconsin Fair Employment Act..
12. Knowledge of the structure and functions of state government such as budget, organizational operations and contingency operations.
13. Ability to work effectively with and lead widely diverse groups of people to build consensus and pursue common goals.
14. Skill managing projects such as planning, organizing and setting work priorities.
15. Effective analytical and problem solving skills.
16. Effective oral and written communication skills.
17. Effective interpersonal skills.
18. Skill in using business applications and technology tools such as word processing, spreadsheet, databases and web-based applications.
19. Ability to work in a team environment, both as team member and leader.