

PERSONNEL COMMISSION SERVICE REPRESENTATIVE

DEFINITION

Serves as liaison to college and District Office employees to provide advice and guidance regarding personnel issues related to career advancement, employee recruitment and selection, examinations, compensation, assignment processing, and other related matters.

TYPICAL DUTIES

Provides guidance to District employees on matters related to employee selection and recruitment, examinations, compensation, assignment processing, and other related matters.

Assists District employees in identifying and developing educational, career, and vocational needs and goals.

Answers inquires and explains and interprets policies, procedures, and rules of the Board of Trustees, the Personnel Commission, and contract provisions of collective bargaining agreements in relation to career advancement, examinations, assignments, compensation, and other personnel issues to District employees.

Contacts employees, supervisors, and other District employees to obtain or impart information pertaining to employee recruitment and selection, examinations, compensation, and/or assignments of classified and/or unclassified employees.

Compiles data and prepares statistical and special reports, presentations, correspondence, and other documents pertaining to career advancement, employee recruitment and selection, examinations, compensation, assignments, and other related matters using software applications on computer equipment.

Presents workshops to District employees on topics related to career advancement, employee recruitment and selection, examinations, compensation, assignment processing, and other related matters.

Prepares bulletins, flyers, brochures, and other informational materials to publicize Personnel Commission Office activities and services.

Utilizes the capabilities and functions of standard and specialized office software applications such as database management, spreadsheet, presentation, and word processing in completing assigned projects.

May perform paraprofessional duties related to employee recruitment and selection, examinations, compensation, assignment processing, and other activities of the Personnel Commission Office.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A **Personnel Commission Service Representative** serves as liaison to college and District Office employees to provide advice and guidance regarding personnel issues related to career advancement, employee recruitment and selection, examinations, compensation, assignment processing, and other related matters. Incumbents in this classification function in a paraprofessional staff capacity and apply a thorough knowledge of rules and regulations pertinent to personnel related issues.

DISTINGUISHING CHARACTERISTICS (Cont.)

An **Assistant Personnel Analyst** performs professional personnel work of moderate complexity related to areas such as classification and compensation, personnel rules and policies, recruitment and examinations, and employer-employee relations, which are subject to closer supervision and review than work by a Personnel Analyst.

A **Personnel Analyst** performs a variety of complex journey-level professional personnel work related to classification of positions, wage and salary and benefit administration, personnel policies, rules, and procedures, recruitment and selection, equal employment opportunity and affirmative action programs and services, and employer-employee relations.

A **Supervising Personnel Analyst** is responsible for the day-to-day supervision of one or more assigned functional units of a personnel program and personally performs the more responsible and complex technical and professional assignments related to recruitment and selection, testing, job classification, compensation, organizational analysis, staff development and training, and the development of rules, policy, and procedures. An incumbent in this class is required to apply a thorough knowledge of laws and regulations, rules, and procedures in the performance of duties.

SUPERVISION

General supervision is received from a manager or administrator of the Personnel Commission Office. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

- Customer service techniques for public contact in person and on the telephone
- Interviewing and vocational advisory techniques
- Fact-finding methods and procedures
- Personnel Commission Rules and Education Code Sections pertinent to recruitment, examinations, and employee assignments
- Classification structure of the Classified Service
- Reporting and processing procedures for personnel assignments and required documents
- Basic merit system and affirmative actions principles and procedures
- Organizational structure and key staff of the District
- Uses and capabilities of computer applications, systems, and hardware
- Basic research methods
- Report and business correspondence formats
- Proper business English, punctuation, spelling, and grammatical usage
- Organization and use of records and files
- Capabilities of computer systems, applications, and hardware

Skill in:

Interpersonal relationships
Use of computer equipment

Ability to:

Meet, interview, and inform employees and the public regarding personnel matters
Work effectively and cooperatively with all levels of District employees and the public
Effectively communicate orally and in writing
Provide technical assistance to others
Give clear and concise instructions
Understand, interpret, apply, and explain Board of Trustees Rules, Personnel Commission Rules, Human Resources Guides, Education Code Sections, and collective bargaining agreements
Gather and compile data in written, tabular, and graphic form
Keep information confidential
Make effective presentations on various Personnel Commission topics
Prepare clear and effective reports, correspondence, and informational materials
Learn specialized software applications

ENTRANCE QUALIFICATIONS

Education and Experience:

An associate's degree or its equivalent, from a recognized college or university, preferably with a specialization in psychology, social and behavioral sciences, or adult education **AND** two years full-time paid experience in a technical support position in the areas of personnel, vocational advisement, or training.

Special:

A valid Class "C" California driver's license.
Access to an automobile.