

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

HUMAN RESOURCES REPRESENTATIVE

POSITION CODE: 19692  
Effective: 11/16/96

DISTINGUISHING FEATURES OF WORK:

Under direction, engages in professional human resources assignments of limited scope; duties are creative, evaluative, interpretive and analytical, requiring consistent application of professional judgment and knowledge. Positions included in this class regularly assist and act as confidential assistants to labor relations managers or, through their participation in human resource programs, have authorized access to information concerning labor relations policy reviews and implementation.

ILLUSTRATIVE EXAMPLES OF WORK:

1. In an institution or comparable office, serves as the unitary human resources generalist providing all human resources services; works with institution officials and agency management in the provision of advice and counsel for actions required under the rules, classification plan, pay plan, collective bargaining contracts, insurance program, information systems program and other personnel administrative programs and activities.
2. Obtains information as to the functioning of a work area including impinging and governing statutes, rules, policies, and methods; applies accepted criteria to analysis and processing of information that results in such decisions as the classifying of a position, employee/labor relations dispute resolution, candidate selection and examining, or monitoring of transactions for comporting with rules and contracts; verifies information to be used in human resources administration activities; contacts suppliers of information by telephone, written communiqué, or on-site visit for observation/interview; evaluates, interprets, and analyzes information obtained; makes corrections, accepts or rejects information in accordance with findings; exercises agency head's designated signature authority to document decisions.
3. Researches, analyzes and prepares examination instruments; interprets and evaluates candidates' training, education and experience; assigns numerical scores and letter grades; obtains, verifies and corrects information to be utilized in examination administration activities; administers performance, written and computerized examinations; provides assistance to higher level human resources staff, participates in job fairs or other employment outreach activities and explains applicable rules, policies, or methods to candidates for employment.
4. Prepares for and conducts structured interviews to select candidates for generalized or specialized established positions within the employing agency, board, or commission; gathers job information; designs interview questions, categories, and weights; evaluates candidate responses; assures compliance with governing provisions and contracts; prepares related reports and records.
5. Provides professional assistance to higher level human resources staff; carries out a highly technical review of requests for service within the specialty area; conducts surveys, prepares reports; counsels employees, supervisors, applicants and others.

## HUMAN RESOURCES REPRESENTATIVE (Continued)

6. Provides counsel and guidance in employee and labor relations matters; assists in representing an assigned agency or facility in labor negotiations; participates in investigations dealing with unfair labor practices or bargaining unit election processes for unit certification or by challenge; hears advanced step grievances; recommends new or modified policies and practices to improve employee relations and benefit agency operations.
7. Reviews, evaluates, negotiates and ensures the timely processing of workers' compensation claims and less detailed time-loss claims against the State of Illinois; ensures claims are in compliance with applicable laws and regulations; exercises authority to decide claims of a designated dollar amount; may review and evaluate general liability claims when work loads demand.
8. As a working supervisor or lead worker, provides guidance and direction to three or fewer subprofessional support staff; prepares, conducts and signs performance evaluations of subordinate staff; effectively recommends and imposes disciplinary action and adjusts subordinate staff grievances.
9. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

## DESIRABLE REQUIREMENTS:

### Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of college and one year of professional experience, preferably in human resources, or satisfactory completion of an approved training program.

### Knowledges, Skills and Abilities

Requires working knowledge of Illinois state government.

Requires working knowledge of the Personnel Code, Rules, Position Classification Plan, Pay Plan, Collective Bargaining Contracts, departmental policies and procedures.

Requires ability to treat with a high volume of information; sorts information into like categories, and verify by a systematic method the reliability of held information.

Requires ability to read, assimilate information and data, and recall, with a reasonable degree of proficiency, facts and figures.

Requires ability to articulate human resources administration information in descriptive terms to others not versed in the personnel system.

Requires ability to present facts clearly both orally and in writing.

Requires ability to use standard formula in production of measures reflecting characteristics of data.

Requires ability to conceptualize and hence to demonstrate relationships between things, persons, or ideas.

Requires ability to use computer systems, software, templates or other guides.

May require ability to plan and supervise the work of subprofessional staff.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals, and/or be able to communicate effectively in sign language.