

# HUMAN RESOURCES REPRESENTATIVE HUMAN RESOURCES ANALYST-SENIOR (Fire and Police Commission)

These positions will be filled at the level of Human Resources Representative (SG 07) or Human Resources Analyst-Sr. (SG 05), depending upon the qualifications of the candidate and the needs of the Fire and Police Commission. There are currently two vacancies. The list resulting from this examination may be used to fill similar City of Milwaukee positions.

**PURPOSE:** The Human Resources Representative (Human Resources Analyst-Sr.) conducts all phases of the hiring and promotional selection processes for an urban public safety workforce including approximately 3,000 sworn positions under the governance of the Fire and Police Commission (FPC). Selection functions include recruitment, job analysis, test development, test review and evaluation, and test administration as well as organizational development. This position may also provide other human resource services as needed.

## **ESSENTIAL FUNCTIONS:**

- ❖ **Recruitment:** Develop and execute recruitment plans and strategies. Review and prepare job announcement bulletins.
- ❖ **Job analysis:** Determine appropriate job analysis methods; conduct job analysis to determine critical tasks and the knowledge, skills, abilities, and other characteristics necessary for successful job performance. Review job descriptions.
- ❖ **Test development:** Plan and develop or recommend use of valid and reliable test components, including written, oral and performance examinations and education and experience ratings (including minimum requirements), and other assessment exercises based on job analysis and consistent with professional standards and legal guidelines. Consult with operating departments and subject matter experts to determine content and to ensure job-relatedness of tests. Make recommendations for modifying and improving examination and selection processes on the basis of accumulated research data and independent statistical research.
- ❖ **FPC representation:** Represent the FPC regarding recruitment and selection activities. Work with examination consultants regarding selection issues and serve as liaison among department personnel, outside agencies, and selection consultants.
- ❖ **Test administration:** Determine timelines for each selection process component and schedule test administrations; maintain effective and timely communication with candidates and hiring authority. Identify and secure subject matter experts to serve as raters; administer oral and performance examinations and other assessment exercises, and determine eligibility of applicants based upon minimum requirements. Ensure test procedures adhere to selection guidelines and maintain confidentiality of examination and candidate information. Maintain contact with a high volume of entry level and promotional applicants throughout the selection process, including meeting with/counseling candidates concerning job requirements and examination results.
- ❖ **Facilitation of hiring process:** Provide training, guidance and/or assistance to those who conduct employment interviews, background investigations, medical/psychological exams and other assessment exercises. Coordinate these components of hiring process, review background investigation reports, and administer and represent the department in background investigation appeal hearings.
- ❖ **FPC Research/Complaint investigation and response:** Provide updates and information, respond to inquiries and perform analysis and research for the FPC Executive Director and the Commission. Investigate and respond to USERRA, EEOC and ERD complaints and testify in hearings.
- ❖ **Human resource planning and advising:** Participate in human resources planning and discussions of staffing issues with public safety departments and employees; advise and assist Executive Director, Commission and public safety departmental managers regarding employment laws, rules, policies and procedures, labor contracts and human resource issues.
- ❖ **Other:** Represent the Executive Director and Commissioners at community meetings, recruitment functions, and inter-departmental activities.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

## **REQUIREMENTS for Human Resources Representative (07):**

1. Bachelor's Degree from an accredited college or university with a major in human resources management, psychology, industrial relations, public administration, business administration or a related field. A Master's Degree in industrial psychology, educational psychology, or a related field is highly desirable. Graduate-level coursework or training in test development is also desirable.
2. Five years of progressively responsible experience performing duties related to the position, including job analysis and test development.

## *Human Resources Analyst-Sr (FPC)*

### **REQUIREMENTS for Human Resources Analyst-Sr. (05):**

1. Bachelor's Degree from an accredited college or university with a major in human resources management, psychology, industrial relations, , public administration, business administration, or a related field. A Master's Degree in industrial psychology, educational psychology, or a related field is highly desirable. Graduate-level coursework or training in test development is also desirable.
2. Two years of progressively responsible experience performing duties related to the position, including job analysis and test development.

*Transcripts should be attached to the application or sent to Box HR, Department of Employee Relations, City of Milwaukee, 7<sup>th</sup> Floor City Hall, 200 E. Wells St., Milwaukee, WI 53202. Equivalent combinations of education and experience may also be considered for both levels.*

### **REQUIREMENTS for Human Resources Representative and Human Resources Analyst-Sr.:**

1. Residency in the City of Milwaukee within six months of appointment and throughout employment.
2. Valid driver's license at time of appointment and throughout employment.

### **REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS:**

#### **EMPLOYEE SELECTION:**

- ❖ Knowledge of job analysis methods and related research and ability to conduct job analysis studies
- ❖ Knowledge of the Uniform Guidelines on Employee Selection Procedures, professional testing standards, state and federal regulations and laws related to personnel/selection matters, and relevant case law
- ❖ Significant knowledge of measurement theory and practice, including test reliability, content validity, empirical validity, item analysis, adverse impact analysis, alternative testing methods, and the development of job related selection tests
- ❖ Ability to develop valid and reliable selection tests
- ❖ Ability to analyze and interpret data related to employment testing, including reliability and validity
- ❖ Knowledge of best practices in employee selection
- ❖ Ability to conduct statistical and technical research, including empirical validity studies, and apply statistics to practical situations
- ❖ Ability to read, interpret and apply information in work-related materials, such as professional journals, technical manuals, and government regulations

#### **COMMUNICATION:**

- ❖ Strong writing skills, including the ability to compose narrative reports, correspondence, and policies and procedures.
- ❖ Strong oral communication and presentation skills, including the ability to speak before groups
- ❖ Skill in active listening and in responding to questions from applicants, employees, managers, and the general public.
- ❖ Ability to respond quickly and appropriately and adapt to the intended audience

#### **INTERPERSONAL:**

- ❖ Ability to maintain poise under pressure and effectively handle sensitive inquiries and complaints
- ❖ Skill in conflict resolution. Ability to effectively diffuse potentially hostile situations and to generate the trust and credibility necessary to obtain agreement or acceptance with respect to ideas, plans or programs
- ❖ Cultural awareness and sensitivity, tact and diplomacy, and a strong customer service orientation
- ❖ Ability to function effectively in a team environment and to maintain harmonious relations with a wide spectrum of people, including police officers, firefighters, senior departmental administrators and elected officials

#### **PLANNING AND ORGANIZING:**

- ❖ Ability to employ a systematic approach to the work, establish meaningful priorities, manage time and resources and to plan and meet established deadlines or goals
- ❖ Strong organizational skills
- ❖ Ability to adjust to changing priorities and to handle multiple assignments under the stress and pressure of time

#### **PROBLEM RECOGNITION AND ANALYSIS/JUDGMENT AND DECISION-MAKING:**

- ❖ Solid analytical and quantitative reasoning, problem-solving and critical thinking skills
- ❖ Ability to relate and integrate data from a variety of sources, recognize deviations from expected or desired conditions and to seek information logically related to identifying the causes of observed deviation; ability to critically analyze and draw rational conclusions from multiple data sources
- ❖ Ability to generate imaginative or innovative solutions where appropriate and to recognize the implications of the various policy/procedural alternatives
- ❖ Ability to use sound judgment when making decisions

#### **PROFESSIONALISM:**

***Human Resources Analyst-Sr (FPC)***

- ❖ Ability to apply expertise in a fair and objective manner to manage projects, solve problems and make decisions
- ❖ Willingness and ability to keep abreast of developments and innovations in the field of human resource management
- ❖ Ability to set high goals and standards of performance and to act in accordance with high ethical standards
- ❖ Ability to protect the confidentiality of examination and candidate information
- ❖ Initiative to support projects/activities outside those of general assigned areas of responsibility

**OTHER:**

- ❖ Ability to use computer software such as word processing, spreadsheet, the Internet, and human resources management software
- ❖ Ability to travel to various locations, primarily in the Milwaukee area

**THE CURRENT SALARY RANGES:**

Human Resources Representative (07): \$53,519 - \$74,922 annually

Human Resources Analyst-Sr. (05): \$47,109 - \$65,957 annually

The salary is complemented by an excellent benefit package. Recruitment is normally at the beginning of the salary range.

**THE SELECTION PROCESS** will be job related and will consist of one or more of the following: training and experience evaluation; written, oral or performance examinations; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after **January 17, 2011**. Receipt of applications may be discontinued at any time after this date without prior notice, however, recruitment may continue until the needs of the City have been met. Qualified candidates will be notified by mail of the date, time and location of the examination.

APPLICATIONS may be obtained at [www.milwaukee.gov/jobs](http://www.milwaukee.gov/jobs); from the City of Milwaukee Department of Employee Relations, Room 706, City Hall E. Wells Street., Milwaukee, 53202-3554, or by calling (414) 286-3751.

#10-146—KHU (HR Representative)

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#10-167—KHU (HR Analyst- Sr.)