

# POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY  
Department of Administrative Services

DIVISION OR INSTITUTION  
Human Resources Division

UNIT OR OFFICE  
HCM - Position Management

POSITION NUMBER  
20005842 (22314.0)

State Agency     County Agency     New Position     Change

County of Employment  
Franklin

USUAL WORKING TITLE OF POSITION  
Human Resources Analyst 3

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20005852 (23003.0) Management Analyst Supervisor 2

NORMAL WORKING HOURS (Explain unusual or rotating shift)  
8:00 a.m. - 5:00 p.m.

### JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
70	<p>In the Department of Administrative Services (DAS), Human Resources Division (HRD), Human Capital Management unit (HCM) responsible for processing data entry of personnel actions for most departments, institutions, boards, &amp; commissions; responsible for creating &amp; maintaining all state agencies budget department trees &amp; salary increases statewide; coordinates &amp; leads HCM Lab sessions to train DAS, HRD &amp; state agencies on Ohio Administrative Knowledge System (OAKS) procedures; responsible for testing configuration changes in OAKS; maintains &amp; develops queries in OAKS; assists in reviews of all human resource enhancement requests &amp; makes recommendations for changes; monitors human resource support function; works overtime hours, as required, as an essential employee for timely processing of payroll; researches difficult inquiries, researches, investigate &amp; processes customer inquiries &amp; provides answers to questions regarding HCM OAKS information; develops policies &amp; procedures regarding human resource functions; makes recommendations on alternative activities with other units within HCM support unit &amp; serves as liaison with state agencies on human resource related issues; works &amp; assigns helpdesk tickets, Customer Relationship Management (CRM's) to lower level human resource analyst all related human resources; develops &amp; writes human resource procedure memos; monitors timeliness &amp; quality of responses; assists with development &amp; writing of training materials for state agencies; makes public presentations; writes policies &amp; procedures for human resource programs; assists in preparation &amp; revision of human resource materials to agencies &amp; employees; acts on behalf of supervisor in supervisor's absence.</p>	<p>Knowledge of: (1) human resources; (2) supervision principles; (3) office practices &amp; procedures; (4) government structure &amp; process*. Skill in: (5) processing human resources using (OAKS HCM module functions); (6) operation of a personal computer &amp; related software, (e.g., MS Word, Excel, Access, PeopleSoft). Ability to: (7) apply principles to solve practical, every day problems; (8) define problems, collect data, establish facts and draw valid conclusions; (9) handle sensitive inquiries from and contacts with officials and general public and (10) resolve complaints from angry citizens and government officials.</p> <p>*developed after employment</p>

JOB CODE TITLE  
Human Resources Analyst 3

JOB CODE  
64613

List Position Numbers & Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

11/5/07

ADD 11-19-07

<h1 style="margin: 0;">POSITION DESCRIPTION</h1>	<h2 style="margin: 0;">OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES</h2>	AGENCY Department of Administrative Services
		DIVISION OR INSTITUTION Human Resources Division
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	<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>					
	%	Job Duties in Order of Importance			Minimum Acceptable Characteristics	
	30	Serves as trainer/mentor for new staff; provides remedial training for current staff; drafts procedures & memos for implementation; provides functional support to HCM Payroll Time & Labor, Benefits & agencies statewide; serves as liaison between HCM Units to review & remedy errors; prepares reports for HCM Managers & Administrators; performs other duties as assigned including research, analysis & special projects; prepares & makes presentations to DAS/HRD staff & state agencies; performs other duties as assigned; assists with phone coverage; interprets rules & policies & contracts for human resource professionals & benefits & payroll staff & clarifies contract provisions & eligibility criteria for human resource operations staff.			Knowledge of: 1, 2, 3, and 4*. Skill in: 5. Ability to: 6, 7, 8, (11) write & prepare memorandums & business documents, (12) use statistical analysis and (13) prepare & deliver speeches before specialized audiences & general public.	
					*developed after employment	
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APR 11-19-07

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