

# POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY  
Department of Administrative Services

DIVISION OR INSTITUTION  
Human Resources

UNIT OR OFFICE  
Test Administration

POSITION NUMBER  
20005886 (23402.0)

JOB CODE TITLE  
Human Resources Analyst 3

JOB CODE  
64613

State Agency     County Agency     New Position     Change

County of Employment  
Franklin

USUAL WORKING TITLE OF POSITION  
Human Resources Analyst

POSITION NO. & TITLE OF IMMEDIATE SUPERVISOR  
20005915 (25100.0) Human Resources Supervisor

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

Page 1 of 2

## JOB DESCRIPTION & WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
40	<p>Acts as lead worker: provides on-the-job training, work direction &amp; technical assistance to lower-level Human Resources Analysts in assigned work unit to ensure the administration &amp; processing of applications submitted by the public for civil service examinations; provides work direction to ensure the proper administration of civil service examinations; provides work direction to ensure the proper administration of proficiency examinations for state agencies; complies with applicable civil service laws &amp; rules &amp; DAS' policies &amp; procedures; monitors activities to identify need to retrain &amp; apprise employees on various work procedures &amp; policies; recommends adjustments to workloads &amp; work procedures; appraises immediate supervisor of daily operation of unit (e.g., problems, concerns with service delivery, co-workers performance, discrepancies &amp; problem transactions referred by co-workers &amp; in response to correspondence, visits &amp; telephone calls from personnel officers, testing customers &amp; government representative resulting in questions &amp;/or issues).</p>	<p>Knowledge of: (1) personnel administration, human resources practices &amp; procedures, customer services; (2) DAS policy &amp; procedures*. Skill in: (3) operation of personal computer &amp; related hardware/software (e.g., Word, Excel) &amp; unit software for reporting, record keeping, data entry (OHMS), TRAC*. Ability to: (4) follow instructions. (5) apply principles to solve practical everyday problems; (6) apply principals to define problems, collect data, establish facts &amp; draw valid conclusions; (7) write concise, accurate letters, proof-read, recognize errors &amp; make corrections; (8) handle sensitive issues &amp; disagreeable customers; (9) cooperate with co-workers on group projects; (10) deal with problems involving several variables in familiar &amp; unfamiliar context; (11) add, subtract, multiply &amp; divide whole numbers; (12) write concise accurate reports; (13) work well in groups &amp; share responsibility for group tasks; (14) answer routine telephone inquiries from customers or general public.</p>
20	<p>Coordinates the staffing of the front desk reception area with immediate supervisor; ensure that other Human Resources Analysts prepare the testing &amp; reception area for business each day; coordinates with Assessment &amp; Performance Manager regarding the release of revised &amp; new civil service examinations &amp; proficiency examinations; ensures that examinations are entered into TRAC (applicant tracking system) software for administration.</p>	<p>Knowledge of: 1; 2*. Skill in: 3. Ability to: 4; 5; 9; 10; 12; 13.</p>

\*developed after employment.

List Position Numbers & Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Sharon Stevens*

11/18/08

APD 12-5-08

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20	Coordinates & approves the scheduling of monthly civil service examinations; revises & issues announcements for existing & new civil service examinations & registers; responsible for the mailing of announcements & registers to counties, local governments, courthouses, One Stops, Joint Vocational Schools (JVS), other state agencies & other interested parties; works with other agencies to revise & issue agency specific announcements for examinations; monitors, reviews & approves ordering of paper & mailing labels; updates mailing list; maintains logs; records data collection media; searches files & records to resolve issues & questions concerning test administration.	Knowledge of: 1; 2*. Skill in: 3. Ability to: 4; 5; 6; 8; 9; 10; 13; 14.
10	Completes special projects as assigned (e.g., writes training manuals for distribution to staff & other agencies as needed; prepares & delivers formalized classroom & informal training to staff members & agency representatives to inform & update them on civil service laws, rules & applicable procedures; travel to state agencies; attend meetings with other State agencies to provide technical assistance; creates drafts of personnel policies & procedures, recommendations to amend rules, collective bargaining provisions & laws related to work processes for review); responds to &/or generates correspondence; responds to telephone inquiries.	Knowledge of: 1, 2*. Skill in: 3. Ability to: 4; 5; 6; 8; 9; 10; 13; 14.
10	Ensures that other Human Resources Analysts prepare correspondence regarding military credit, procedures, examination information; assist other agencies with the use of OHMS (Ohio Hiring Management System), posting jobs on OHMS & civil service testing procedures; attends classes, conferences, & trainings; remains current with software & hardware associated with regular job duties; travels & stays overnight for testing as needed; serves as assistant to the Test Monitor as needed; performs other related duties as assigned (e.g., ensures continuous service delivery in supervisor's absence; answers telephone in brief absence of clerical support; operates photocopier to reproduce copies of letters, forms, & reports; operates fax machine to transmit documents as requested).	Knowledge of: 1, 2*. Skill in: 3. Ability to: 4; 5; 6; 9; 10; 12; 13; 14.  *developed after employment

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64613

List Position Numbers & Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Sharon Stevens*

11/19/08

APD 12-5-08-603