

## Personnel Specialist

### *Knowledge, Skill, Ability, and Personal Characteristic Statements*

#### *Rating Results*

1	Knowledge of current office methods, procedures, and equipment (e.g. information disclosure, customer service, 10-key calculator, copier, fax, telephone, etc.) to ensure the efficient operation of personnel/payroll services.
2	Knowledge of basic math principles as they relate to personnel/payroll matters (e.g. salary determinations, accounts receivable, disability supplementation calculations, etc.).
3	Knowledge of mathematical computations using addition, subtraction, multiplication, division, percentages in order to perform personnel/payroll assignments.
4	Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise, and accurate.
5	Basic knowledge of communication principles (verbal and written) to provide information relating to various personnel/payroll functions
6	Knowledge of communication techniques for gathering, evaluating and transmitting information.
7	Knowledge of research and data collection techniques to ensure accurate collection of data for research and tracking activities.
8	Knowledge of principles and processes for providing customer service.
9	Knowledge of problem-solving techniques and processes to facilitate the identification and resolution of issues.
10	Knowledge of Internet, email systems, and other personal computer functions and software applications and security policies and procedures to conduct work activities.
11	Skill to maintain personnel/payroll documents (e.g. disability files, Family Medical Leave Act (FMLA), garnishments, etc.) to comply with law, rules, regulations, policies, procedures, etc.
12	Skill to research and analyze various personnel/payroll matters to recommend alternative actions and/or take an appropriate course of action.
13	Skill to independently interpret reference materials to comply with law, rules, regulations, policies, procedures, etc.
14	Ability to apply critical thinking strategies to review data and present ideas and information.

15	Ability to exercise sound judgment when making decisions.
16	Ability to apply time management practices to prioritize, schedule and complete work effectively to comply with mandated policies and deadlines.
17	Ability to work on multiple tasks or parts of tasks simultaneously to ensure timely completion of work activities.
18	Ability to keep work area organized to complete job assignments in a timely manner.
19	Ability to research and/or apply laws, rules, regulations, and bargaining contract provisions to recommend alternative solutions to take an appropriate course of action.
20	Ability to research and/or apply laws, rules, regulations, and bargaining contract provisions concerning personnel transactions to take appropriate course of action.
21	Ability to utilize reference materials to ensure conformity, consistency, and compliance with law, rules, regulations, policies, procedures, etc.
22	Ability to communicate in writing clearly and concisely to audiences with varying levels of understanding to exchange and relay information related to various personnel/payroll matters.
23	Ability to develop, review and edit various written documents (e.g. correspondence, reports, etc.) for proper content, format, grammar, punctuation, and sentence structure to provide information/data on various personnel/payroll matters.
24	Ability to read and comprehend resource materials and technical documents to apply information to work activities.
25	Ability to correctly choose and perform basic mathematical calculations such as addition, subtraction, percentages, multiplication, and division.
26	Ability to integrate multiple facts, statistics, and/or mathematical values when solving mathematical equations.
27	Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions that may impact pre-established timelines for completing assignments.
28	Ability to communicate effectively with management/supervisors on various actions which may be taken on transaction situations
29	Ability to communicate effectively with all levels of staff, customers, etc. to provide good customer service.
30	Ability to use a personal computer to input data, access and relay information, and/or create materials and documents using a variety of software applications.

31	Ability to use email and applications to communicate with various audiences on matters related to personnel matters.
32	Ability to use database software to input, organize, track, and retrieve data.
33	Ability to use the Internet and Intranet to conduct on-line research and obtain information related to departmental policies, procedures, and resources to complete work activities.
34	Ability to use word processing software to prepare reports, memos, correspondence, and other job-related documents and materials.
35	Ability to maintain personnel records to ensure accuracy.
36	Ability to maintain confidentiality to protect employee's rights and information.
37	Ability to establish and maintain cooperative working relations with those contacted during the course of work (e.g. management, employees, internal and external stakeholders).
38	Ability to use tact, and diplomacy when dealing with the needs, problems, and/or concerns of others (e.g. departmental staff, outside agency personnel and/or the public).
39	Ability to understand verbal instructions containing technical information.