

State of California

MEMORANDUM

Date: October 19, 1990  
Reference Code: 90-56

To: PERSONNEL MANAGEMENT LIAISONS

**THIS MEMORANDUM SHOULD BE DISTRIBUTED TO:**  
Personnel Officers

From: Department of Personnel Administration  
Classification and Compensation Division

Subject: Personnel Assistant Study

Attached for your review are the updated classification proposal and series specification for the Personnel Assistant series. This proposal incorporates suggestions made by departmental staff and bargaining unit representatives during the past several months.

Departments are requested to review the proposal and submit their comments in writing to Marie M. Powell, 1515 S Street, North Building, Suite 400, Sacramento, CA 95814 no later than November 16, 1990. If you have any questions regarding this proposal, you may contact Marie at 324-9400 or ATSS 454-9400.



George P. Lloyd, Chief  
Classification and Compensation Division

Attachment

TO: STATE PERSONNEL BOARD

FROM: SADAKO FUJIWARA, Section Manager  
Classification and Compensation Division

MARIE M. POWELL, Assistant Section Manager  
Classification and Compensation Division

REVIEWED BY: GEORGE P. LLOYD II, Chief  
Classification and Compensation Division

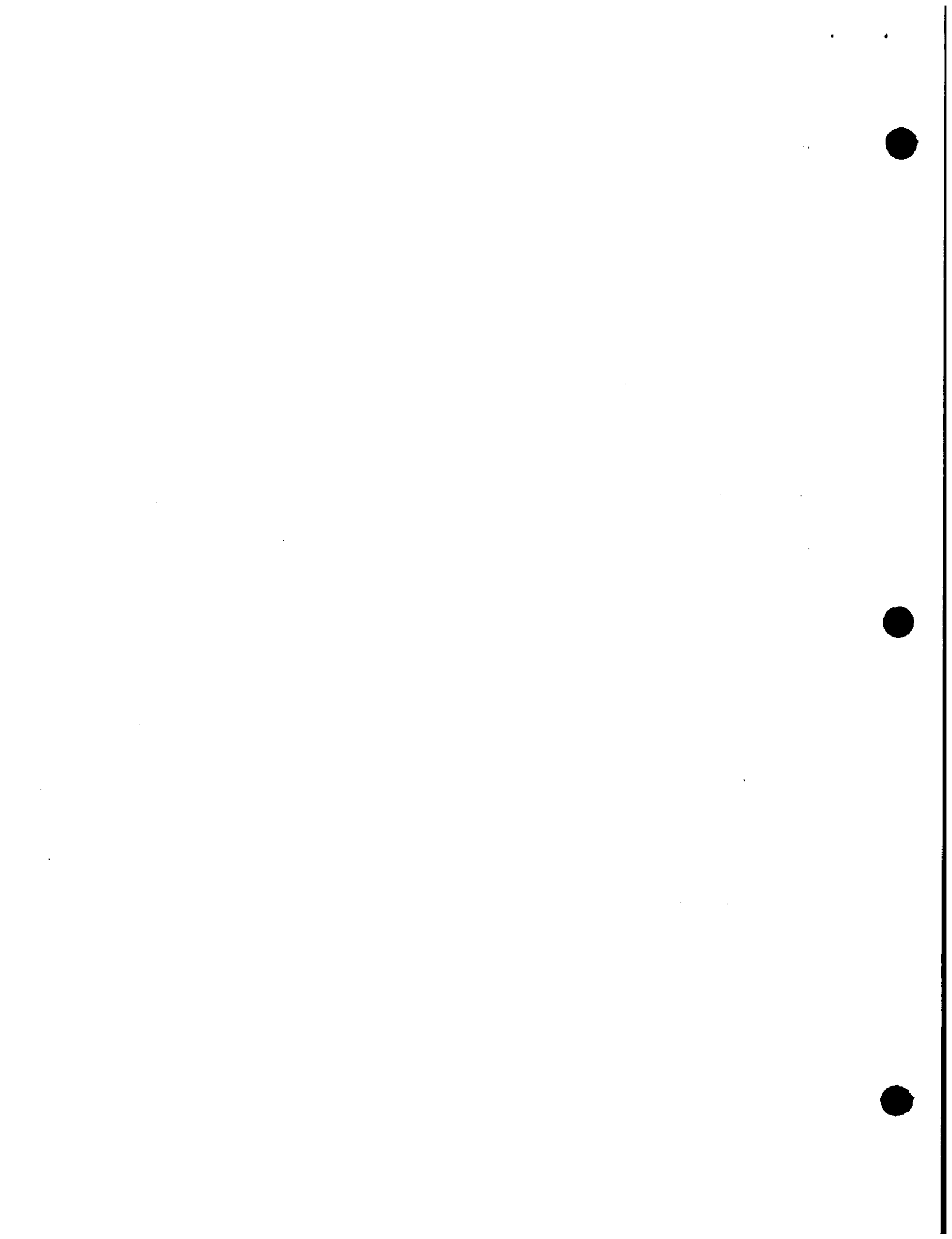
SUBJECT: Proposed revision to the classes within the Personnel Assistant series; title change for the series and all classes within the series; establishment of 12-month probationary periods for all classes within the series not currently possessing 12-month probationary periods; and revision to Alternate Range Criteria 125.

SUMMARY OF ISSUES:

The Department of General Services, on behalf of a Taskforce representing the Personnel Officers Ad Hoc Committee, requests retitling and revision of the classes within the Personnel Assistant series to update allocation factors and terminology, and describe job changes originated by the advent of collective bargaining.

A synopsis of the recommendations and changes within this proposal are:

- retitle the series to Personnel Services and individual classes to Personnel Services Specialist and Personnel Services Supervisor.
- allow the Personnel Services Specialist I (Personnel Assistant I) to be the working level in all multiple position transactions operations.
- amend the Personnel Services Specialist I (Personnel Assistant I) to include three ranges based upon the need for an extensive training period.
- amend Alternate Range Criteria #125 to reflect the change in the Personnel Services Specialist I (Personnel Assistant I) class.
- amend the Minimum Qualifications of the Personnel Services Specialist I (Personnel Assistant I) class to better specify the types of pertinent experience required.
- allow all "one-person" transactions operations with full charge responsibility to be allocated to the Personnel Services Specialist II (Personnel Assistant II Specialist) class.
- make no distinction between types of organizations, i.e., departments, institutions, field offices, but rather use the size of the transactions



operation unit and the degree of responsibility authorized the incumbents as allocation factors.

- allow a greater number of "specialist" allocations to assume workload that may be considered more complex, such as Workers Compensation/Industrial Disability/Non-Industrial Disability, or full responsibility for all transactions training within the organization.
- update terminology in series definitions and knowledges and abilities to address the impacts of collective bargaining and other changes.
- change probationary periods so all incumbents have 12 months in which to learn and become proficient in the tasks of the jobs.

CONSULTED WITH:

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EINER CHRISTENSEN, Department of General Services  
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AL RIOLO, California State Employees' Association, Supervisory Division Council

BACKGROUND:

Departmental specific classes to perform personnel transactions-related work were established as far back as the 1930's. The basic structure and concept of the Personnel Assistant classes, as currently configured, were established in 1968 and consisted of a Personnel Assistant I through III series. All levels of classes were supervisory; the I level was also assigned the more complex duties and under these circumstances functioned as a "specialist".

In 1973, a Trainee and a IV level were added to the series. The Trainee level took the place of general clerical classes that had been used to perform the less complex transactions-related work in preparation for entry into the series, and the IV level was established to supervise the transactions operation in the largest departments with a centralized personnel transactions office. A deep class consolidating the Trainee and I levels was established in 1980. With the advent of collective bargaining, the II level class was split in 1986 into "specialist" and "supervisory" parenteticals.

Over time, especially since the implementation of collective bargaining, the positions allocated to perform transactions functions have grown in breadth, scope and importance to departmental administrative operations. Collective bargaining contract agreements among 21 differing units have created an extraordinary number of changes, and differences in document processing, particularly in the areas of salary differentials and benefit availability and



applicability. Various groups of employees excluded from collective bargaining have their own benefit packages and salary differential criteria. Additionally, issues not directly related to bargaining, such as changes in work week group criteria brought about by the implementation of the Fair Labor Standards Act, establishment of the universal salary schedule, and decentralization of both personnel and payroll documentation have added considerable workload and training demands upon transactions operations. The expanded opportunity for error brought about by the variety of nuances to each phase of transactions work, and the attendant complexity of correcting such error, greatly increases the sensitivity of all transactions-related jobs. This proposal attempts to better define the class series by retitling the classes, updating descriptive terminology, amending allocation criteria, incorporating the updated allocation criteria into the series specification, and better delineating qualifying experience for the entry level of the series.

#### CLASSIFICATION CONSIDERATIONS:

##### Definition of Series

Presently, the series structure consists of an entry, training and journey level (PA I, Ranges A and B); a specialist level (PA II Specialist); and three supervisory levels determined by the size of the department and subordinate staff and the complexity of the transactions functions. It is proposed to leave the structure of the series as it currently exists, but change the manner of allocation within the series.

Additionally, it is proposed to retitle the series to Personnel Services and the classes within the series as follows: Personnel Assistant I to Personnel Services Specialist I; Personnel Assistant II (Specialist) to Personnel Services Specialist II; Personnel Assistant II (Supervisor) to Personnel Services Supervisor I; Personnel Assistant III to Personnel Services Supervisor II; and Personnel Assistant IV to Personnel Services Supervisor III. The proposed title changes better describe the nature of the work performed.

##### Factors Affecting Position Allocation

Additions to the complexity factors impacting allocation include the number of bargaining units serviced by the transactions operation, the degree of decentralized testing authorized the appointing authority and the attendant certification authority within the department, and the degree of independence and judgment required in resolving personnel transactions-related problems and the ensuing consequence of transactions errors promulgated by the decentralization of both personnel and payroll transactions. These factors are added to reflect the impact on the work caused by collective bargaining and the decentralization of personnel, payroll and certification activities to departments.

As cited previously, it is proposed to leave the classification structure of the series intact; however, the allocation criteria for each level is being amended to abandon the size of the departmental entity as the controlling factor for allocating positions and to utilize the number of transactions



operations staff as the basic criteria for allocation. Previously, a fiscal control which budgeted Personnel Assistant positions based upon the number of employees within each department was used as a determining factor in allocating positions; this is no longer the case. Appropriate application of the change in manner of allocation will allow a moderate number of upgrades within the supervisory levels based upon current subordinate staffing, and an increase in the number of allocations to the "specialist" level. This proposal will also legitimize a number of marginal allocations presently existent. The intent of the application of these guidelines is to allow for closer technical supervisor/ subordinate interaction by continuing minimum parameters for the number of Personnel Services subordinates.

In conjunction with the staff size, it is proposed to maintain a "complexity of work" factor to assist in borderline or exceptional allocation determinations.

Inclusion of simplified allocation criteria within the consolidated series specification negates the need for separate allocation guidelines that have been used in conjunction with the series specification. Upon adoption of this proposal, the separate guidelines will no longer be used.

#### Definition of Levels

##### Personnel Services Specialist I

Presently the Personnel Services Specialist I (Personnel Assistant I) is the entry, training and full working level within the series. Incumbents currently function as generalists performing difficult and complex duties in a variety of areas for a group of units or classes; may have lead over lower level clerical personnel; have charge of a more specialized unit responsible for a major segment of a transactions program; or serve as staff specialists in the more difficult and complex aspects of a smaller department's personnel transactions program.

It is proposed to describe this entry, training, first working, and full journey level class as the working level in all transactions settings with multiple transactions positions, and whose performance of the typical tasks of the class account for 100% of an incumbent's time. This change in allocation description will have no impact upon the numbers of positions appropriately allocated to this level, except for a small number of "one-person" operation positions that may be allocated to the Personnel Services Specialist II level.

Further, it is proposed to add an additional range to the class due to the elongated training period required by new incumbents. The levels descriptions are proposed as entry, training at Range A; first working at Range B; and full journey at Range C.

##### Personnel Services Specialist II

The Personnel Services Specialist II (Personnel Assistant II Specialist) class is the expert resource/specialist typically found in departments



with large complex centralized transactions programs working under the direction of a higher level Personnel Services Supervisor; typically, only one position in a large office is utilized in this manner. Incumbents may act as leadpersons to subordinates performing transactions work and are responsible for the total transactions program of a small department, major institution or large geographically separated field office.

It is proposed to allow allocation of positions to this class in any "one person" transactions operation that assumes full charge authority for all phases of transactions work. Geographically separated "one person" offices which do not have full charge authority for the transactions function should not be allocated to this level. Lead responsibility is appropriate if the subordinate staff is insufficient in number to support an allocation to a supervisory class within the series. In entities with a higher level Personnel Services Supervisor, allocation may be made to this class to perform the most difficult and complex duties as a staff specialist. More than one "specialist" allocation within a transactions operation may be substantiated as long as the most complex duties are concentrated in as few positions as possible; e.g., allocations may be appropriately made for full charge of an entities' Worker's Compensation/Industrial Disability/Non-Industrial Disability program processing, or full charge responsibility for an entities' in-house training program for transactions operations staff, in addition to current allocations assigned the most complex functions.

Approximately six positions in "one-person" operations may be upgraded due to the change in allocation criteria. Staff is unable to assess the increase in "specialist" positions performing the most difficult and complex duties as it is unknown how many of the current allocations to the Specialist class already encompass training or Worker's Compensation/Industrial Disability/Non-Industrial Disability duties. This change in criteria may legitimize allocations in a number of departments which already have more than one "specialist" position allocated.

#### Personnel Services Supervisor I

The current class concept of the Personnel Services Supervisor I (Personnel Assistant II Supervisor) is that of a supervisor in charge of the total transactions function in departments, institutions and field offices having approximately 150 employees; assistant supervisor of a large departmental transactions function under a higher level Personnel Services Supervisor; or as a supervisor responsible for a major portion of a large and complex transactions program supervising from two-to-five subordinates including at least one Personnel Services Specialist.

It is proposed that this class be used typically when the subordinate staffing includes two-to-five lower level staff (there must be at least one lower level Personnel Services Specialist) and the incumbent has full charge of the transactions function and reports to a higher level non-transactions authority. There may be allocations made to the class for positions with responsibility for a portion of the transactions function under the direction of a higher level Personnel Services Supervisor that



includes two-to-five subordinate positions (there must be at least one lower level Personnel Services Specialist).

Staff is unable to accurately estimate an increase in the use of this class based upon application of the new allocation criteria, as each transactions operation may structure it's organization with as few or as many subordinates as allowed by the criteria. However, using raw numbers of departmental staff, it appears that a substantial number of additional allocations may be made to this class.

#### Personnel Services Supervisor II

The Personnel Services Supervisor II (Personnel Assistant III) is now responsible for the total transactions program of a large department, typically supervising 8-12 subordinate transactions positions. In one of the largest departments, as a subordinate to a higher level Personnel Assistant, assists in the management of a comprehensive transactions program supervising 8-12 subordinate transactions positions.

It is proposed that this level have full charge of transactions functions in an operation which includes 8-12 subordinate positions. There may be functional supervision of lower level transactions specialists in geographically separated locations; these positions are to be included in the subordinate staff count. This class may also assist a higher level transactions supervisor by functioning as an "assistant" to the higher level or by assuming direct responsibility for a portion of the transactions function over lower level supervisors and working level staff. Allocations under this criteria typically should supervise 8-12 subordinate staff.

As the numerical criteria established for allocating positions to this level were taken from actual structures currently in place within departments, there appear to be only a very small number of additional appropriate upgrades to this level at this time.

#### Personnel Services Supervisor III

The Personnel Services Supervisor III (Personnel Assistant IV) is responsible for the total transactions program in one of the largest departments (typically more than 5000 employees) supervising in excess of 15 subordinate transactions positions. Such positions are characterized by an exceptionally high volume of complex transactions work where the roster, transactions and payroll functions are centralized.

It is proposed that this class remain the highest level transactions supervisor of the series with full charge responsibility of all transactions functions in entities utilizing a full range of more than 15 subordinate staff. The allocation criteria also includes consideration of greater complexities of transactions work that include over ten bargaining units with diversity of contract language, multiple shift or field office rosters, high levels of seasonal employment or documented unique operations requirements of an on-going nature.



As cited for the Personnel Services Supervisor II, the criteria used to determine the numerical allocation guide for this class reflect the current structure within departments; thus, few additional allocations are anticipated to this level without increases in staffing and program complexity.

#### Minimum Qualifications

It is proposed to amend the Minimum Qualifications of the Personnel Services Specialist I (Personnel Assistant I) class to make them more job-related. The present requirements cite either one year of experience in the California state service performing clerical duties at a level of responsibility equivalent to Office Assistant, Range B, or two years of clerical experience. Academic education above the 12th grade may be substituted for one year of the general experience on the basis of either one year of general education being equivalent to three months of experience, or one year of education of a business or commercial nature being equivalent to six months of experience. It has been determined that these requirements allow competition of candidates who do not possess the basic skills required to perform the variety of tasks encompassed within the jobs.

It is proposed to amend the Minimum Qualifications to reflect either one year of experience preparing payroll warrants or personnel or employer benefits documents or maintaining time reporting records, or two years of experience interpreting or applying laws or rules or performing work requiring public contact. The educational substitution remains the same. It is believed that these revisions reflect more job-related skills, will permit for open examinations with targeted recruitment, and better define the competitive group in promotional examinations.

#### Additional Desirable Qualifications

It is proposed to establish an Additional Desirable Qualification for all the classes within the series to include "familiarity with automated systems". With the introduction of automated entry into the decentralized State Controller's and State Personnel Board's systems, rudimentary understanding of the use of automated systems and a basic knowledge of the entry keyboard and function of the keys is a competitive rating tool for prospective applicants to any of the Personnel Services classes.

#### Knowledge and Abilities

It is proposed to make minor additions to the Knowledge and Abilities for all levels within the series to acknowledge technological advances of office equipment and the additional regulatory inferences brought on by collective bargaining. These changes include the use of computer terminals and program calculators, as well as the ability to apply laws and bargaining unit contract language. Also, the Knowledge and Abilities for the supervisory classes have been expanded to better acknowledge the supervisory aspects of the jobs.

PROBATIONARY PERIOD:



Presently, the Personnel Services Specialist I class is the only class within the series to have a 12-month probationary period. This is consistent with other deep classes and for training level classes. However, with the increase in, and changeability of, duties within transactions operations caused by collective bargaining, the job cycle of these positions is no longer completed within six months. Therefore, it is recommended that the probationary period of all new incumbents in any of the Personnel Services classes be 12 months.

#### ALTRNATE RANGE CRITERIA

Alternate Range Criteria #125 is being amended to accommodate the increase in range levels for the Personnel Services Specialist I (Personnel Assistant I) class. There is no change in the requirement for movement from Range A to Range B. One year of satisfactory experience at Range B will be required for movement to Range C.

#### EMPLOYEE STATUS CONSIDERATIONS:

There will be no impact on employee status from this proposal. Any upgrades of positions based upon application of new allocation criteria will be via examination.

#### RECOMMENDATION:

1. That the title of the series specification for Personnel Assistant be changed to Personnel Services.
2. That the titles of the following classes be changed as indicated; and the proposed revised specifications for these classes appearing in the Personnel Services series specification as shown in this calendar be adopted:

<u>From</u>	<u>To</u>
Personnel Assistant I	Personnel Services Specialist I
Personnel Assistant II (Specialist)	Personnel Services Specialist II
Personnel Assistant II (Supervisor)	Personnel Services Supervisor I
Personnel Assistant III	Personnel Services Supervisor II
Personnel Assistant IV	Personnel Services Supervisor III

3. That the proposed Alternate Range Criteria #125 for the class of Personnel Services Specialist I as shown in this calendar be adopted.

Range A. This range shall apply to incumbents who do not meet the criteria for payment in Range B.

Range B. This range shall apply to persons who have 12 months of satisfactory experience in the California State Service performing the duties of a Payroll Services Specialist I, Range A or ~~Personnel Assistant I, Range A~~ Personnel Services Specialist I, Range A.

Range C. This range shall apply to persons who have 12 months of satisfactory experience in the California State Service performing the duties of a Personnel Services Specialist I, Range B.

4. That all appointments to the classes indicated below that require a probationary period and that are effective on or after \_\_\_\_\_ shall require service of a one-year probationary period before an employee may attain permanent status in the class.

Personnel Services Specialist II

Personnel Services Supervisor I

Personnel Services Supervisor II

Personnel Services Supervisor III

CALIFORNIA STATE PERSONNEL BOARD  
SPECIFICATION

PRESENT: PERSONNEL ASSISTANT  
PROPOSED: PERSONNEL SERVICES  
SERIES SPECIFICATION  
(ESTABLISHED MARCH 22, 1968)

SCOPE

This series specification describes five classifications which perform specialized personnel ~~clerical~~ transactions duties in State service. Classes which perform general office work or which require special proficiency in typing, shorthand, filing, accounting, or cashiering have been excluded.

<u>Schem</u> <u>Code</u>	<u>Class</u> <u>Code</u>	<u>Class</u>
CG65	1303	Personnel Assistant I <u>Services Specialist I</u>
CG61	1743	Personnel Assistant II <u>(Specialist) Services Specialist II</u>
CG60	1305	Personnel Assistant II <u>(Supervisory) Services Supervisor I</u>
CG50	1304	Personnel Assistant III <u>Services Supervisor II</u>
CG40	1314	Personnel Assistant IV <u>Services Supervisor III</u>

DEFINITION OF SERIES

Personnel Assistants Services incumbents are distinguished from other ~~clerical~~ classes by being regularly required to apply State laws and departmental and control agency rules and regulations, and bargaining unit provisions pertaining to a variety of personnel transactions in the areas of personnel record keeping, certification, payroll, and personnel documents processing and related personnel ~~clerical~~ transactions functions. The predominant duties of positions in these classes require a thorough and detailed knowledge of the appropriate laws, rules, and regulations and contract language pertaining to personnel transactions. Positions in this series are typically located in the headquarters or field personnel offices of a State department or major subdivision, the personnel office of a State institution, and the operating sections of the State Personnel Board Controller's Office.



FACTORS AFFECTING POSITION ALLOCATION

Variety and complexity of work, independence of action and decision, supervision received, supervisory responsibilities, level and amount of personal contact with employees and the public serve as the major differentiating factors between individual classes. Additional considerations which enter into determinations of borderline allocations include such things as widespread and numerous field offices, 24-hour operations, large seasonal operations, high turnover, high overtime, number of classes used, number of employees served, number of attendance reporting units; number of bargaining units used; and the number of classes on delegated and decentralized testing; the degree of independence and judgment required in resolving personnel problems; and the consequence of error.

DEFINITION OF LEVELSPERSONNEL ASSISTANT SERVICES SPECIALIST I

This is the entry, trainee, first working and journey level for this series, and is the general working level in all transactions settings with multiple Personnel Services Specialist positions where incumbents perform the typical tasks of the job for 100% of the time. Under close supervision as a trainee or under general supervision at the journey level, and in accordance with established procedures, incumbents perform increasingly difficult duties in a variety of personnel transactions areas. As a journey level incumbent:

- 1- As a generalist, performs difficult and complex duties in a variety of functional areas of personnel transactions for an assigned group of reporting units or classifications; may act as leadperson to one or more lower level clerks assisting in the assignment.
- 2- Has charge of a more specialized unit responsible for a major functional segment of a personnel transactions program; typically acts as a leadperson to one or more subordinates.
- 3- Serves as a staff specialist and expert resource in the more difficult and complex aspects of a small department's personnel program.



PERSONNEL ASSISTANT II (SPECIALIST) SERVICES SPECIALIST II

This is the advanced journey level within this series.

1. Acts as a leadperson to subordinates performing transactions work and is responsible for the total personnel transactions program of a small department, a major institution, or large geographically separated field office.

Allocation may be made to this class in any "one person" transactions operation that assumes full charge for all phases of transactions work. (Geographically separated offices with Personnel Services Specialists that do not have full charge responsibility for the transactions function should not be allocated to this level.)

2. In a larger department, functions as an expert resource and staff specialist in the most difficult and complex personnel transactions areas; the positions functioning in this capacity may act as leadperson.

Lead responsibility is appropriate for this class if the subordinate positions number less than two and the incumbent assumes full charge responsibility for the transactions operation.

3. In entities with a Personnel Services Supervisor II or III as the highest level transactions position, allocation may be made to this class to perform the most difficult and complex duties as a "staff specialist". More than one "specialist" allocation within a transactions operation may be substantiated, e.g., appropriate allocation may be made for full charge of a department's Worker's Compensation/Industrial Disability/Non-Industrial Disability program or full charge of a department's in-house transactions training program, in addition to other functions of comparable complexity.

PERSONNEL ASSISTANT II (SUPERVISORY) SERVICES SUPERVISOR I

1. Supervises two to five subordinates performing personnel transactions work (there must be at least one Personnel Services Specialist) and is responsible has full charge responsibility for the total personnel transactions program of a small department, a major institution, or large geographically separated field office the organizational entity and reports to a higher non-transactions supervisor.



2. Under the direction of a higher level Personnel Services Supervisor, incumbents are responsible for a major portion of a large and complex personnel transactions program; typically supervises two to five subordinates performing personnel transactions work.

#### PERSONNEL ASSISTANT III SERVICES SUPERVISOR II

1. Responsible for the total personnel transactions program of a large department, typically supervises from 8 to 12 subordinate personnel transactions positions in an operation which includes 8-12 subordinate transactions positions. There may be functional supervision of lower level Personnel Services Specialists in geographically separated locations; these positions are to be included in the subordinate staff count.
2. In one of the largest State departments, As a subordinate to a higher level personnel transactions position, assists in the management of a comprehensive transactions program by assuming direct responsibility for a portion of the transactions function over lower level supervisors and working level staff; typically supervises from 8 to 12 subordinate personnel transactions positions.
3. In the central personnel agency setting, either is responsible for a complete personnel transactions program function or assists a higher level personnel transactions position, supervises other personnel transactions positions.  
May assist a higher level Personnel Services Supervisor by functioning as an "assistant" to the higher level.

#### PERSONNEL ASSISTANT IV SERVICES SUPERVISOR III

Responsible for the total personnel transactions program in one of the largest departments, typically supervises in excess of 15 subordinate personnel transactions positions This is the highest level transactions supervisor in the series with full charge of all transactions functions in entities utilizing a full range of over 15 subordinate supervisors and working level staff. There may be functional supervision over lower level Personnel Services Specialists in geographically separated locations; these positions are to be included in the subordinate staff count.



MINIMUM QUALIFICATIONS

PERSONNEL ASSISTANT SERVICES SPECIALIST I

Either I

One year of experience in the California state service performing clerical duties at a level of responsibility equivalent to Office Assistant II General preparing payroll warrants, or personnel or employee benefits documents, or maintaining time reporting records.

Or II

Two years of clerical experience interpreting or applying laws or rules, or performing work requiring public contact. [Academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience.]

PERSONNEL ASSISTANT II ~~{SUPERVISORY}~~ SERVICES SPECIALIST II  
PERSONNEL ASSISTANT II ~~{SPECIALIST}~~ SERVICES SUPERVISOR I

One year of experience in the California state service performing the duties of a Personnel Assistant I Services Specialist I, Range B-C.

PERSONNEL ASSISTANT III SERVICES SUPERVISOR II

One year of experience in the California state service performing the duties of a Personnel Assistant II ~~{Supervisor}~~ Services Supervisor I or Personnel Assistant II ~~{Specialist}~~ Services Specialist II; or

Two years of experience in the California state service performing the duties of a Personnel Assistant I Services Specialist I, Range B-C.

PERSONNEL ASSISTANT IV SERVICES SUPERVISOR III

One year of experience in the California state service performing the duties of a Personnel Assistant III Services Supervisor II; or

Two years of experience in the California state service performing the duties of a Personnel Assistant II ~~{Supervisory}~~ Services Supervisor I or Personnel Assistant II ~~{Specialist}~~ Services Specialist II.

KNOWLEDGE AND ABILITIES

## ALL LEVELS:

Knowledge of: Modern office methods and procedures, supplies and equipment such as computer terminals and program calculators.

Ability to: Apply laws, rules, and regulations and bargaining contract provisions concerning personnel transactions; independently interpret and use reference material; give and follow oral and written directions; gather data and design and prepare tables and charts; advise employees of their rights, and supervisors of alternative actions which they may take regarding various transaction situations; write and speak effectively; operate a computer keyboard/terminal; use tact and good judgment in dealing with the public and other employees; maintain personnel records.

PERSONNEL ASSISTANT II (SPECIALIST) SERVICES SPECIALIST II

Knowledge of: All of the above, and laws, rules, and regulations and bargaining contract provisions affecting personnel record keeping, personnel transactions, payroll and certification processes used in State departments.

Ability to: Perform all of the above.

PERSONNEL ASSISTANT II (SUPERVISORY) SERVICES SUPERVISOR I AND ABOVE

Knowledge of: All of the above, and principles of effective supervision, the department's Affirmative Action Program objectives; a supervisor's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.

Ability to: Perform all of the above, and to supervise and train subordinate staff; plan, organize, direct and evaluate the work of subordinate staff; analyze work processes, evaluate suggestions and develop and implement effective courses of action; establish and maintain cooperative working relations with those contacted during the course of the work; effectively present ideas and recommendations both orally and in writing; develop subordinate staff and assess training and developmental needs; and effectively contribute to the department's affirmative action objectives.

Greater emphasis is placed on supervisory and program administration skills at each higher level in this class series.



ADDITIONAL DESIRABLE QUALIFICATIONSALL LEVELS:Familiarity with automated systems.CLASS HISTORY

<u>Class</u>	<u>Date Established</u>	<u>Date Revised</u>	<u>Title Changed</u>
Personnel Assistant I <u>Services Specialist I</u>	3/19/80	5/20/86	
Personnel Assistant II {Specialist} <u>Services Specialist II</u>	5/20/86		
Personnel Assistant II {Supervisory} <u>Services Supervisor I</u>	3/22/68	5/20/86	5/20/86
Personnel Assistant III <u>Services Supervisor II</u>	3/22/68	7/7/86	
Personnel Assistant IV <u>Services Supervisor III</u>	7/26/73	7/7/86	

