

EDITED TASK LISTING

CLASSIFICATION: PERSONNEL TECHNICIAN I

NOTE: Each position within this classification may perform some or all of these tasks.

| Task Statements | |
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| 1. | Interpret written material for customers (e.g., candidates, program contacts, supervisory/management staff, etc.) to facilitate the selection and certification processes utilizing reference material, State Personnel Board (SPB), and online systems under the general direction of supervisory/management staff. |
| 2. | Edit written material (e.g., exam notices, candidate pools, exam schedules, etc.) for customers to facilitate the selection and certification processes utilizing reference material, SPB, and online systems under the general direction of supervisory/management staff. |
| 3. | Develop accurate written communication (e.g., contact letters, emails, exam notices, etc.) for customers to convey selection and certification information/processes utilizing proper writing standards under the general direction of supervisory/management staff. |
| 4. | Analyze selection and certification data (written and statistical) for customers to ensure accuracy of: competitors, eligibles, scores, lists, candidate pools, etc. utilizing reference material, SPB, and online systems under the general direction of supervisory/management staff. |
| 5. | Follow oral and written instructions in order to perform selection and certification processes for customers utilizing reference material, SPB, and online systems as needed. |
| 6. | Present clear and concise verbal communications to customers in order to convey selection and certification information/processes utilizing proper communication principles as needed. |
| 7. | Develop clear and concise written reports for customers in order to convey selection and certification information/processes utilizing proper writing standards under the general direction of supervisory/management staff. |
| 8. | Perform the automated selection functions associated with an examination to maintain candidate and examination records (i.e., update, change, add and delete) utilizing reference material, SPB, and online systems as needed. |
| 9. | Identify and research automated selection and/or certification online system problems to resolve discrepancies, correct and report system errors, and learn new methods utilizing personal knowledge and experience, reference material, and SPB under the general direction of supervisory/management staff. |
| 10. | Review and interpret examination applications for approved and unapproved experience combining qualifying experience and/or education patterns to determine if minimum qualifications are met in accordance with SPB laws and rules, policies and procedures and established guidelines governing the selection process, utilizing reference material (e.g., selection manual, 511B, class specification, examination bulletin, etc.) and internal staff under the general direction of supervisory/management staff. |

Tasks highlighted in bold text are not currently on the SPB classification specification

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| 11. | Respond to candidates both verbally and in writing who have received an examination acceptance/rejection notice to convey selection information/processes utilizing proper writing standards, reference material (e.g., selection manual, 511B, class specification, examination bulletin, etc.) and internal staff as needed. |
| 12. | Code accepted/rejected examination applications for preparation to enter into SPB's automated system in accordance with SPB laws and rules, policies and procedures and established guidelines governing the selection process, utilizing personal knowledge and experience, reference material (flag codes), and SPB as needed. |
| 13. | Obtain and secure testing sites to administer the selection process utilizing personal knowledge and experience, reference material, and recommendations from internal staff under the general direction of supervisory/management staff. |
| 14. | Recommend examination testing locations based on candidate information to create the most convenient and cost effective logistics for examination administration utilizing personal knowledge and experience, reference material, and recommendations from internal staff as needed. |
| 15. | Schedule candidates for examinations to administer the selection component utilizing candidate county codes, facility codes, personal knowledge and experience, reference material, and recommendations from internal staff as needed. |
| 16. | Prepare required examination materials for candidates, proctors, and/or panel members to administer the selection component utilizing reference material, office equipment/supplies, and shipping methods as needed. |
| 17. | Prepare selection history files and/or certification archive documents in order to maintain prior selection administration information and/or certification processes by utilizing office policies and procedures and record retention schedules, as required. |
| 18. | Interpret civil service merit laws, SPB rules and policies, and departmental policies and procedures for customers to ensure compliance utilizing reference material and SPB under the general direction of supervisory/management staff. |
| 19. | Order certification lists and contact letters at the request of customers to develop viable candidate pools by utilizing the SPB automated system, reference material, program liaisons and office policies and procedures as requested. |
| 20. | Provide consultation to program liaisons, supervisory, management and/or institutional personnel staff to convey selection and/or certification information/processes utilizing written and verbal skills, reference material and internal staff under the general direction of supervisory/management staff. |
| 21. | Perform automated certification functions to maintain eligible records (i.e., update, change, activate and/or deactivate) and list maintenance utilizing reference material, SPB, and online systems as needed. |

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| 22. | Develop viable candidate pools for hiring programs in order to provide hiring options to fill vacancies utilizing SPB's automated system and reference material in accordance with SPB laws and rules, policies and procedures and established guidelines governing the selection process. |
| 23. | Review and input all incoming Request for Position Action/Appointment's (RPA's) into the Human Resources Tracking System (HRTS) in order to monitor hiring document approval process utilizing office equipment, reference material and automated systems as required. |
| 24. | Respond to eligibles both verbally and in writing who have requested eligibility and/or status changes on certification lists (e.g., address changes, eligibility status, location preferences, etc.) utilizing writing and verbal skills, reference material, and internal staff under the general direction of supervisory/management staff. |
| 25. | Facilitate transfer of eligibility list requests from customers in order to assist in managing list eligibility utilizing reference material in accordance with SPB rules and regulations as requested. |
| 26. | Facilitate appropriate list requests from customers in order to provide hiring options utilizing reference material and SPB staff in accordance with SPB rules and regulations as requested. |
| 27. | Communicate in a professional and effective manner with others to establish cooperative working relationships maintaining confidentiality in all situations utilizing tact and interpersonal skills on a daily basis. |
| 28. | Act as proctor and/or chairperson to administer examinations in accordance with SPB laws and rules and established guidelines governing the selection process utilizing proctor/chairperson instructions/manuals, test materials, etc., as needed and/or requested by management. |
| 29. | Review and audit selection and/or certification documents to ensure employment/eligible lists are accurate and in compliance with SPB laws and rules, policies and procedures, and established guidelines governing the selection process, utilizing office equipment and automated systems as needed. |
| 30. | Provide input in the development of selection and/or certification office procedures to ensure consistency and streamline processes utilizing personal knowledge and experience, internal staff resources, and reference materials as needed. |
| 31. | Organize workload in priority order to ensure deadlines are met utilizing exam timeframes, calendars, performance measures, tickler files, etc. as required. |
| 32. | Reconcile automated selection and/or certification error reports to identify and resolve discrepancies utilizing error reports, reference materials, automated systems, personal knowledge and experience, and internal staff resources as required. |

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| 33. | Assist Selection Analysts in finalizing examination documents (e.g., bulletins, written tests, Education and Experience, etc.) utilizing office equipment, reference material, and verbal and written communication skills under general guidance of assigned analyst. |
| 34. | Foster cooperative working relationships with internal (Selection Analysts, peers, and Supervisors/Managers) and external staff (Personnel Liaisons and Personnel Analysts) to promote teamwork and produce efficient work processes utilizing tact, professionalism, and interpersonal skills on a daily basis. |