

DEPARTMENT OF EDUCATION  
STATE OF HAWAII  
CIVIL SERVICE

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Class Specifications for the:

HUMAN RESOURCES REGIONAL ASSISTANT SERIES

Duties Summary:

Provide human resources clerical transactional processing and support within a regional area of the Department of Education (Department); assist the Human Resources Regional Officer (HRRO), complex area leadership, district support staff, and school personnel with various inquiries and actions to ensure compliance with Department and state rules, regulations, policies, and procedures; provide liaison support between the respective schools and state-level clerical staff and/or subject matter expert (SME) by troubleshooting and consulting with state-level SME's on various situations; serve as the on-site regional representative of the Department's talent management model; maintain the administrative operations of the day-to-day services of the human resources regional office; may supervise lower-level staff; and performs other related duties as assigned.

Distinguishing Characteristics:

This series includes all classes of positions that independently provide general clerical transactional processing and support in one or more human resources service areas, which may include some characteristics of position classification, recruitment, employee suitability, employee management, labor relations, and human resources administration.

Positions in this series are located at the Department's human resources regional offices, which maintain a unique organizational structure inclusive of a respective district, with its complex areas and schools within the region. Serving as the regional liaison and on-site representative of the Office of Talent Management, positions are a resource and pipeline to the Department's redesigned approach from a traditional human resources framework to a talent management model. Being the direct contact and support to the public, community, and school employees, positions in this series shall integrate talent acquisition, development, and retention within their functions, capitalizing on the full potential and overall success of the Department's mission.

This series differs from the Human Resources Assistant series in that the Human Resources Regional Assistant is distinguished by its responsibility in supporting state personnel and the HRRO in a range of clerical human resources functions within its

respective district. Knowledge and skills are not isolated to one (1) human resources discipline but rather several transactional areas of human resources which are general in nature and limited in scope. Support and guidance will be provided by the state-level human resources staff, which includes Human Resources Specialists, Human Resources Technicians, and Human Resources Assistants performing the final auditing of transactions at the state level. Due to the distinctive nature of contacts and assignments, the subject class performs clerical and procedural assistance in various human resources areas, with specific regional authority. The level standards in this series are defined and represented by factors such as:

1. The scope and nature of the clerical support work, type of general discipline, degree and difficulty of the various assignments;
2. Knowledge, skill, and application of the organization, methods and routines, human resources rules, regulations, policies, and procedures;
3. Range of judgment required and deviation of procedures in selecting the best course of action; and
4. Kind and degree of supervision exercised upon the position and over subordinate staff.

Grade Level Standards:

Level I: Positions at this entry-level perform detailed, routine, and repetitive human resources clerical support work of limited complexity, reflective of one general discipline, such as employee suitability. Processing of human resources actions is typically assigned continuously and covered by well-established guidelines, procedures, and/or instructions that provide a fairly specific basis for taking action. Deviation from standard practices are rare; thus, making judgment decisions is relatively straightforward. More complex assignments may be assigned for training purposes but are performed under close supervision. Positions at this level can answer various routine questions and seek assistance from their supervisor or a higher-level assistant in more complex or unusually complicated situations.

Level II: Positions at this level perform substantive routine human resources clerical work of moderate complexity. In addition to the discipline area assigned to the lower level, positions shall be primarily involved with one specialty area of classified or certificated personnel. Processing of assignments is similar in nature to the lower level, in which they also follow well-established standards, procedures, and guidelines. However, the types of assignments vary, as it involves an examination of document content, requiring the position to exercise judgment in determining possible alternatives and/or the proper course of action. Such actions are generally cited from similar precedent cases, manuals, and/or other guidelines that provide a clear and specific basis for taking such action. Within the assigned functions, knowledge of the organization, policies and procedures, bargaining unit (BU) contracts, memorandum of agreements, etc., is an essential component to the position.

**Level III:** Positions at this level independently perform highly complex, substantive human resources clerical work that is significantly unique and/or unusually complicated in nature. In addition to the discipline and primary specialty area assigned to the next lower level, positions shall also be the generalist proficient in multiple areas of human resources, assisting with the various circumstances, overall activities, and daily operations of their respective regional office. Assignments are similar to the next lower level; however, at the experienced III level, a thorough and comprehensive knowledge of the organization, rules and regulations, policies and procedures, BU contracts, memorandum of agreements, etc., is required. The use of considerable judgment is crucial, as assignments and/or situations may deviate from precedent cases and require additional research and investigation. Positions also provide guidance or supervision to lower-level human resources regional staff, with responsibility for training, developing, and improving work procedures and materials, and scheduling and monitoring work assignments.

**Examples of Duties:** *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. The omission of specific statements does not preclude management from assigning duties that are logical for the position. The classification of a position should not be based solely on the examples of duties performed.)*

1. Reviews, conducts research, and consults with state-level personnel to provide guidance to HRRO, complex area leadership, district support staff, and school personnel to resolve technical human resources matters and process related transactions.
2. Responds to assistance requests, provides talent development and updates on any changes in human resources rules, contract provisions, and Department procedures to ensure a clear understanding of the application in talent management activities.
3. Independently determines and anticipates unique school/office talent acquisition and position needs by maintaining and monitoring a regional position control system; communicating with complex area leadership, district support staff, and school administrators; reviewing school/office financial data; reviewing state position and system data; and processing related transactions.
4. Monitors and initiates position actions; ensures proper completion of all documentation (i.e., establish, abolish, extend, transfer positions; increase or decrease full-time equivalence; and fund changes).
5. Exercises independent judgment to provide options and advice to complex area leadership, district support staff, and school administrators on talent acquisition to address needs; recommends suitable methods/strategies based on the time frame, availability of applicant lists, and historical data; assists to recruit talent; and processes related transactions.

6. Performs employee criminal history checks, fingerprinting, background clearance activities/transactions, and suitability requests, traveling to other sites if needed.
7. Independently develops and maintains a regional leave accounting system, conducts final reviews of all leave and unauthorized leave without pay requests for compliance with rules, regulations, guidelines, and BU contracts and prepares for HRRO approval.
8. Independently coordinates, monitors, and provides information to facilitate talent management and human resources activities for the region, including TATP/transfers and/or staff reassignments, casual personnel hiring and extensions, reduction-in-force, and performance management.
9. Reviews and drafts documents related to grievance, investigation, directed leave, and disciplinary matters for the HRRO or complex area leadership and prepares responses to union requests for the HRRO's review, consulting with HRRO when needed.
10. Assigns, prepares, and supervises the operational work assignments and schedules of student helpers and lower-level staff. Assists with the training and development of assigned staff.
11. Receives and screens visitors and telephone calls; provides information to the public, complex area leadership, district support staff, and school/office personnel, which requires the use of judgment and interpretation of rules, regulations, policies, procedures, BU contracts, memoranda of agreement, etc.
12. Manages the HRRO office and records, providing support to the HRRO with letters and documents; processing payroll, payments, travel and mileage reimbursements; ordering forms and supplies; mail management; and processing office human resources action forms.
13. Provides designated regional office and staff coverage when assigned.
14. Participates in talent acquisition, development, and retention activities and professional development to help integrate within their functions.

Knowledge and Abilities Required:

Knowledge of:

Level I: Functions of the organizational unit in which employed and its role within the human resources office and Department; specific portions of state and Department policies, procedures, and forms pertinent to the work performed; and workflow procedures.

Level II: In addition to that specified in the lower level, functions, and roles of related organizations within and outside the Department; pertinent authoritative source documents used, such as federal laws, state civil service regulations, BU contracts, precedent cases, Department policies, procedures and guides, etc.

Level III: In addition to that specified in the lower levels, thorough and comprehensive knowledge of pertinent federal, state, and Department policies, procedures, regulations, BU contracts, etc.

Ability to:

Level I: Obtain information in accordance with established procedures; prepare simple narrative and numerical reports; and maintain records.

Level II: In addition to that specified in the lower level, understand and apply pertinent regulations, policies, contract agreements, procedures, etc., and exercise initiative and judgment in selecting the most appropriate guide, precedent case, etc.; deal tactfully and effectively with others; and prepare correspondence and reports. For some positions, the ability to train, supervise, and evaluate the work of others.

Level III: In addition to that specified in the lower levels, research pertinent rules, regulations, policies, BU contracts, precedent cases, etc., and exercise judgment in selecting the most appropriate guidelines as the basis for action from among the various established and precedent materials available; explain regulatory and policy requirements and the effects of such requirements.

Minimum Qualification Requirements:

Experience Requirements:

Except for the substitutions provided for in this specification, applicants must have had progressively responsible experience of the kind, quality, and quantity described .

Class Title	General Exper (yrs)	Specialized Exper (yrs)	Supervisory Exper (yrs)	Total (yrs)
Human Resources Regional Assistant I	1	1	0	2
Human Resources Regional Assistant II	1	2	0	3
Human Resources Regional Assistant III	1	3	*	4

\*Supervisory Aptitude

General Experience: Progressively responsible experience in general office clerical work, which involved the performance of a variety of clerical tasks. Such tasks must demonstrate knowledge of office practices and procedures, the ability to deliver procedures in work systems, operate various office equipment, and use technology (i.e., software programs, internet applications, e-mail, etc.).

Specialized Experience: Responsible clerical experience in an office where the work required knowledge, understanding, and application of pertinent human resources rules, regulations, procedures, and program requirements. Such experience must also demonstrate proficiency in interacting and communicating with the public and collaborating with coworkers. Experience as a School Administrative Services Assistant, secretary, or office manager may qualify, provided that a portion of the experience required an understanding and delivery of policies, transactions, and administrative support of the organization.

\* For the Human Resources Regional Assistant III level, applicants must show they possess supervisory aptitude. Supervisory aptitude is the demonstration of aptitude or potential for the performance of supervisory duties through successful completion of regular or special assignments that involve some supervisory responsibilities or aspects of supervision (i.e., serving as a group or team leader; similar work in which opportunities for demonstrating supervisory capabilities exist; completing training courses in supervision accompanied by application of the skills in work assignments; or favorable appraisals by a supervisor indicating the possession of supervisory potential).

Substitutions Allowed:

1. Successful completion of any post-high school education from an accredited educational institution may be substituted for the General Experience based on 15-semester credits for six (6) months of experience, up to one (1) year.
2. A bachelor's degree from an accredited college or university may be substituted for one (1) year of General Experience and two (2) years of Specialized Experience. Applicants possessing this educational qualification are deemed to have met all of the requirements for the Human Resources Regional Assistant II level.

NOTE: If a degree is used to substitute for the education requirement, it may not be used again towards the experience requirement. If work experience is used to substitute for education, it may not be used again to meet the experience requirement. If the applicant holds more than one (1) degree, official transcripts must be provided, and the recruitment section will conduct a thorough review to determine if multiple degrees will be credited towards the minimum qualification requirements. Additional degrees can be considered if obtained independently through mutually exclusive classes from another degree being considered.

Quality of Experience: Possession of the required years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that the applicant has the ability to perform the duties of the position for which s/he is being considered.

Selective Certification:

Specialized knowledge, skills, and abilities may be required to perform the duties of some positions. For such positions, selective certification requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Organizations requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests:

Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements:

Applicants must be able to perform the essential duties and responsibilities of the position effectively and safely, with or without reasonable accommodation.

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This is a class title change and amendment of the class specification and minimum qualification specification for the classes, PERSONNEL REGIONAL ASSISTANT I, II, and III, that were approved on September 16, 2019.

DATE APPROVED: Aug 8, 2024

*A. Dayton for S. Bacon*  
A. Dayton for S. Bacon (Aug 8, 2024 16:41 HST)

EFFECTIVE DATE: 7/1/2024

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