



STATE OF TENNESSEE
invites applications for the position of:
HR PROGRAM SPECIALIST-113016-156762

SALARY: \$3,366.00
Monthly
\$40,392.00
Annually

OPENING DATE: 11/30/16

CLOSING DATE: 12/13/16 11:59
PM

MINIMUM QUALIFICATIONS:

**LOCATION OF (1) POSITION TO BE FILLED: DEPARTMENT OF HUMAN RESOURCES, RECRUITING
MANAGEMENT SERVICES DIVISION, DAVIDSON COUNTY**

Education and Experience: Graduation from an accredited college or university with a bachelor's degree and experience equivalent to one year of human resources, research, quality assurance or customer service work.

Substitution of Experience for Education: Experience in human resources, research, quality assurance or customer service can substitute for the required education, on a year-for-year basis, to a maximum of four years.

Substitution of Education for Experience: Additional graduate coursework in human resources or business administration can substitute for the required experience, on a year-for-year basis, to a maximum of one year.

OTHER REQUIREMENTS:

Necessary Special Qualifications: None.

Examination Method: Education and Experience, 100%, for Preferred Service positions.

JOB OVERVIEW:

Summary: Under general supervision, is responsible for working level professional human resources work of average difficulty in Department of Human Resources programs; and performs related work as required.

Distinguishing Features: An employee in this class participates in a variety of human resources activities such as: reviewing candidate applications, auditing data tracking system transactions, answering calls at a service center, conducting research or performing quality assurance work.

COMPETENCIES (KSA'S):

Competencies:

1. Drive for Results
2. Composure
3. Customer Focus
4. Self-Development
5. Dealing with Ambiguity
6. Decision Quality
7. Learning on the Fly
8. Problem Solving
9. Functional/Technical Competency
10. Time Management

Knowledge:

1. Intermediate knowledge of auditing procedures, standards, and best practices
2. Intermediate knowledge of law and government as it relates to candidate selection
3. Intermediate knowledge of personnel and human resources principles and procedures
4. Intermediate knowledge of HR topics related to the assigned specialty area for the position
5. Intermediate knowledge of computer operation
6. Basic knowledge of office equipment operation
7. Basic knowledge of project management procedures and best practices

8. Knowledge of intermediate math (algebra)
9. Basic knowledge of clerical procedures and systems
10. Knowledge of customer and personal services
11. Knowledge of operation of telecommunication systems

Skills:

1. Speaking skills
2. Persuasion skills
3. Reading comprehension skills
4. Active listening skills
5. Complex problem solving skills
6. Judgment and decision making skills
7. Troubleshooting skills
8. Service orientation skills
9. Monitoring skills
10. Instructing skills
11. Speech clarity
12. Speech recognition
13. Near vision
14. Wrist-finger speed
15. Critical thinking

Abilities:

1. Intermediate oral expression abilities
2. Problem sensitivity abilities
3. Intermediate oral comprehension abilities
4. Intermediate written comprehension abilities
5. Intermediate written expression abilities
6. Speech recognition
7. Speech clarity

8. Near vision
9. Wrist-finger speed

APPLICATIONS MAY BE FILED ONLINE AT:
<http://tn.gov/dohr>

Position #156762-073760
HR PROGRAM SPECIALIST-113016-156762
LC

505 Deaderick Street
James K. Polk Building
Nashville, TN 37243-0635
(615) 741-4841

applicant.services@tn.gov

HR PROGRAM SPECIALIST-113016-156762 Supplemental Questionnaire

- * 1. Which best describes your level of education? (Note: If you are within 120 days of graduating, excluding high school, please select your pending degree.)
- Did not graduate from High School or obtain GED
 - High School or GED
 - Some College
 - Associates Degree
 - Bachelors Degree
 - 1 Year Masters Degree
 - 2 Year Masters Degree
 - Doctorate Degree
- * 2. How many UNDERGRADUATE quarter hours from an accredited college or university have you completed? (Note: To convert semester hours to quarter hours, multiply the number of semester hours you have completed by 1.5)
- Not applicable
 - 1-44 quarter hours
 - 45-89 quarter hours
 - 90-134 quarter hours
 - 135-179 quarter hours
 - 180 quarter hours or more

* 3. How many GRADUATE quarter hours in HUMAN RESOURCES or BUSINESS ADMINISTRATION from an accredited college or university have you completed? (Note: To convert semester hours to quarter hours, multiply the number of semester hours you have completed by 1.5)

- Not applicable
- 1-35 quarter hours
- 36 quarter hours or more

* 4. How many years of experience in human resources, research, quality assurance or customer service work do you have?

- No experience
- Less than 1 year
- 1 year to less than 2 years
- 2 years to less than 3 years
- 3 years to less than 4 years
- 4 years to less than 5 years
- 5 years or more

* Required Question