

## **POSITION SUMMARY**

Under the general supervision of the Director of the Office of Talent Management, the Human Resources Supervisor is responsible for administering personnel related programs, policies, systems, and providing leadership and supervision to subordinate staff. The primary functional areas of responsibility include agency recruitment and staffing; classification; compensation; payroll and benefits; and the employment relations programs. The position is responsible for overseeing day-to-day activities and work assignments. It is also responsible for providing training to human resources staff, updating and administering human resources policies and procedures for the assigned functional areas, and to ensure consistency within those areas.

The HR Supervisor serves as a member of the ETF Board of Supervisors and implements projects and initiatives supporting the agency strategic workforce planning roadmap. This position will provide consultation to agency managers on difficult, complex and/or sensitive personnel matters. Duties require the ability to communicate effectively and facilitate challenging cross-functional and multi-layered conversations.

The Wisconsin Department of Employee Trust Funds is a medium sized, non-shared services agency administering the Wisconsin Retirement System and related benefit programs to over 630,000 members receiving \$5.6 billion in retirement benefits and \$1.6 billion in health benefits annually. This position directly supports the agency strategic goal focused on building a talented and agile workforce necessary for achieving the Department's mission to develop and deliver quality benefits and services to our members while safeguarding the integrity of the Trust. As an employee of ETF, the incumbent will support and create a diverse and inclusive workforce.

## **TIME%      GOALS AND WORKER ACTIVITIES**

### **30%    A.    Provision of Staffing and Recruitment Services**

- A1.    Provide consultation and support to supervisors and managers on civil service employment issues. This includes position classification, recruitment and selection assessments, screenings and interview policies and procedures. Discuss and resolve questions and problems.
- A2.    Provide leadership, training, and guidance to HR Specialists regarding position description development and job analysis for classification decisions in accordance with policies and delegation agreements.
- A3.    Oversee and manage the agency staffing process to comply with timelines and procedures of the selection process.
- A4.    Manage the Request to Staff workflow, assigning recruitments to staff and assisting staff by managing own recruitments as necessary to maintain efficiency and effectiveness in filling agency vacancies.
- A5.    Analyze personnel transactions to determine appropriateness and compliance with civil service rules and regulations (e.g., competition, transfer, promotion, demotions, return to previous level, and restorations).
- A6.    Provide consultation and recommendations to HR staff and/or agency management regarding compensation activities including but not limited to pay upon appointments, discretionary awards, and the development of recommendations for the compensation plan.

- A7. Manage the review and approval processes for hire recommendations.
- A8. Discuss hiring recommendations with HR Specialists before final approval to ensure fairness and equal opportunity for all applicants when a member of an underrepresented group was interviewed, but not selected in a recruitment. Consult the HR Director and EI Officer when there are situations needing discussion.

**15% B. Provision of agency classification and compensation activities.**

- B1. Direct, monitor and assist with classification responsibilities including conducting classification analysis to determine appropriate class titles and level for recruitments, reclassifications, and reallocation purposes.
- B2. Provide recommendations to agency management regarding appropriate classification levels and actions, impacts of reorganizations or alternatives as needed, proposed transaction (e.g., competition, reclass/ reallocation).
- B3. Function as Survey coordinator and liaison with DPM during classification surveys. Coordinate and/or assist with personnel management classification surveys conducted by or in conjunction with region class/comp leads and/or BCC. Make recommendations for or respond to surveys (e.g., select benchmark positions, ensure timely survey completion, draft class specs or spec updates).
- B4. Monitor and adhere to HRSS metrics for processing routine progression and non-routine reclassification requests.
- B5. Review and approve pay upon appointment (PUA) compensation requests following ETF's compensation philosophy, and in compliance with the state compensation plan (e.g. pay on original appointments, transfers, reinstatement, etc.).
- B6. Provide consultation, recommendations and training to HR staff and agency management on analyzing wage rates for PUA.
- B7. Conduct random audits of delegated classification and compensation actions by staff. Provide feedback and error corrections.
- B8. Assist HR Director with development of biennial compensation plan recommendations, Discretionary Merit Compensation (DMC) awards, and Equity DERAs.
- B9. Process agency Retention Discretionary Equity and Retention Awards (DERA) requests.

**10% C. Supervision of Payroll & Benefits Programs**

- C1. Provide direction, guidance and oversight to the Payroll/Benefits Specialist administering payroll and benefits programs.
- C2. Establish and document policies, processes and procedures to facilitate the effective provision of payroll and benefits administration services.
- C3. Direct the preparation of and approve all payroll-related reports and vouchers.

- C4. Direct the development and monitoring of time reporting systems ensuring compliance with the federal Fair Labor Standards Act (FLSA) and all relevant laws, rules, and policies.
- C5. Ensure the agency provides an appropriate and meaningful benefits counseling program for employees.
- C6. Provide management oversight for the unemployment and worker compensation programs and claims.
- C7. Serve as the back-up agency liaison with the Department of Administration for STAR HCM system processes and data issues.
- C8. Identify and implement business process changes to improve operational efficiency and enhance services.
- C9. Oversee the development and provision of training and consultation to managers and supervisors on payroll and benefits programs.
- C10. Serve as back-up payroll coordinator in absence of the Payroll & Benefits Specialist as needed.

**15% D. Coordination of Employment Relations Activities**

- D1. Interpret and apply human resources policies and procedures regarding employment relations.
- D2. Counsel and consult with managers, supervisors, or other human resources professionals on conducting employee investigations and administering employee discipline related to violations of employer work rules or policies.
- D3. Establish procedures and practices regarding the review of findings of investigations conducted with supervisors and make recommendations to HR Director regarding actions affecting employee discipline.
- D3. Determine appropriate application of employment work rules in accordance with agency policy and practices.
- D4. Establish best practices for employee relations program management and train, coach, and advise on supervisors and employees how to appropriately meet standards and effective employee performance management techniques (e.g., writing SMART goals, providing feedback or coaching employees, writing effective performance evaluations or improvement plans, etc.).
- D5. Lead investigations into employee violations of employer work rules or policies including conducting investigatory meetings, drafting reports or findings, and issuing discipline.
- D6. Assist with gathering information on Wisconsin Employment Relations Commission (WERC) cases and Wisconsin Equal Rights Division (WERD) cases.
- D7. Inform HR Director of employment relations issues and outcome.

**20% E. Supervision of Assigned Staff**

- E1. Develop and implement goals, objectives, and expectations for each staff member supervised through the performance management process, and monitor and evaluate staff performance in accordance with the agency's performance management process.
- E2. Provide direction and coordination of interpretation and administration of statutes, regulations, policies and procedures to staff.
- E3. Develop work priorities and adjust schedules as department and bureau program needs require.
- E4. In conjunction with management, identify staffing needs, participate in recruitment and hiring decisions, and handle discipline matters for assigned staff.
- E5. Assess resource needs and develop position request justifications to meet service levels in assigned functions.
- E6. Implement program objectives in compliance with AA/EEO policy.
- E7. Actively promote health and safety awareness activities and support employee participation in the program.
- E8. Review, audit and approve time and travel expenses in PeopleSoft and Cornerstone Learning & Development resource (LaDR).
- E9. Meet with assigned team members to understand their individual development interests and professional growth goals and provide opportunities for development when available.
- E10. Address performance issues throughout the year with assigned staff as needed.

**5% F. Implementation of Agency Goals & Initiatives**

- F1. Participate in the development and implementation of strategic long-term agency plans related to personnel.
- F2. Serve as the project lead for internal HR projects affecting payroll and personnel functions in the agency. Participate in enterprise-wide projects as requested.
- F3. Participate in the agency cross-functional Board of Supervisors meetings and activities.
- F4. Lead teams assigned to agency strategic workforce planning projects, such as building toolkits and services for hiring managers and supervisors.
- F5. Participate in developing and delivering personnel management trainings for agency supervisors and managers as needed.
- F6. Provide input and feedback as part of project teams and agency-wide initiatives.
- F7. Contribute to the design, collection and analysis of HR data dashboards and reporting.

**5% G. Miscellaneous**

- G1. Provide interpretations of employment rules and policies to managers, supervisor and staff through individual and group meetings and trainings.
- G2. Provide consultation, technical assistance, and interpretations regarding federal and state laws such as the Family and Medical Leave Act, Americans with Disabilities Act, Fair Labor Standards Act, etc.
- G3. Develop and maintain the department's employment policies and procedures, the Employee Handbook and Work Rules, and other required documents.
- G4. Manage and update COOP Sustainable Planner as needed.
- G5. Partner with business partners on items including the DTF Internal Control Plan.
- G6. Administer surveys as requested by HR Director including Exit surveys, RED survey, etc.
- G7. Send, download, and upload documents to Pfiles including the distribution of Remote Work Agreements to new employees.
- G8. Coordinate, gather, and review HR data for reporting needs including Annual reports, Quarterly reports, etc.
- G9. Perform other duties as assigned.

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**KNOWLEDGE, SKILLS, AND ABILITIES**

- 1. Extensive knowledge of human resource principles and practices including recruitment/staffing, compensation, classification, labor relations, training, payroll, benefits, FMLA and AA/EEO.
- 2. Knowledge of civil service hiring processes and use of talent acquisition systems, including creating job announcements, creating online examinations, rating examinations, conducting statistical analyses, creating registers, certifying candidate lists and adding reports of action.
- 3. Considerable knowledge of state and federal statutes, administrative rules, the Wisconsin HR Handbook and departmental policies and procedures as it relates to assigned program areas.
- 4. Knowledge of Equity and Inclusion principles, programs, practices, policies, and laws.
- 5. Knowledge of leadership and supervisory methods, including performance management and the ability to train and motivate individuals.

6. Knowledge of applicant tracking systems and talent acquisition management software.
7. Knowledge of statistics and assessment analysis, including reliability and validity, etc.
8. Conflict resolution skills and abilities.
9. Excellent written and verbal communication skills.
10. Presentation and training skills to include providing technical human resources information to individuals and/or groups.
11. Excellent interpersonal skills to be able to coach and counsel managers and employees, mediate conflict, and subordinates and/or peers.
12. Knowledge of Wisconsin state government organization, general operations, systems, environment and traditions.
13. Knowledge of principles and practices of quality improvement programs, and issues including understanding of customer needs and satisfaction, continuous improvement, and development of measurable performance measures.
14. Strong knowledge of computer information technology including PeopleSoft, SharePoint, and Microsoft Office Suite.
15. Ability to make sound, independent decisions and to execute such decisions effectively.
16. Excellent organizational skills and ability to prioritize and manage multiple tasks and deadlines.
17. Effective critical thinking and analytical skills.
18. Effective research techniques and ability to identify problems and recommend solutions.
19. Ability to establish and maintain effective working relationships across functions and layers of the organization.
20. Ability to deal with controversial and sensitive information and issues.
21. Ability to maintain confidential information in accordance with policies, guidelines, and direction from manager.
22. Ability to understand and comply with all ETF and enterprise security standards, policies, and processes.