

POSITION SUMMARY

Under the general direction of the Human Resources Director, this position serves as the Department's Cornerstone Performance System Administrator and Product Owner. Objectives and priorities are established by overall performance management program directives and the position determines how best to achieve them. This position will exercise significant discretion to perform primary functions related to the design, development, and implementation of the ETF Cornerstone Performance module and as coordinator of the employee performance management program for the department. This includes determining data management activities consisting of system audits, query writing, metrics, and key HR performance indicators, troubleshooting and system improvements. This position interacts regularly with developers, database managers, BHR staff and end users. In addition, this position serves as liaison between the Human Resources Bureau, the ETF Bureau of Information of Technology Services (BITS), and the DOA Bureau of Training & Development (BTD) to implement, enhance, and maintain the performance management system. This position understands and applies business rules in addition to serving as expert in fundamental information systems concepts, principles, and practices. It is expected this position will develop, maintain, and utilize expertise to leverage system release enhancements for the Cornerstone Performance module. Additionally, this position will perform quality services functions for the Bureau, including compiling and analyzing program performance data affecting service delivery goals.

This position will have regular and necessary access to confidential information affecting the employer-employee relationship by participation in management meetings, discussions, and work assignments. The employee Performance Management Specialist will provide direction to supervisors and managers regarding how to address performance issues and follow policies and procedures. This position will significantly contribute to the design and selection of agency competencies affecting all employees.

ETF 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 work force.

GOALS AND WORKER ACTIVITIES

45% GOAL A. System Administration of the Cornerstone Performance Module

- A1. Configure and administer system production environment as a core system administrator.
- A2. Provide consultation and technical support to users on rules and procedures related to Cornerstone and recommend most appropriate and efficient methods to utilize system and extract data.
- A3. Participate in meetings regarding system functionality that can be used to support or enhance business operations.
- A4. Provide training to users on system updates and enhancements. Serve as the first line of contact to users for questions, concerns, and trouble-shooting needs.

- A5. Develop manuals and training materials for users.
 - A6. Troubleshoot system issues and escalate as needed to vendor.
 - A7. Contribute to and review applicable MOU's, service agreements and vendor contracts in coordination with contract specialists.
 - A8. Optimize the system as the business needs change and grow.
 - A9. Administer security and user access to the system. Perform annual attestation review.
 - A10. Attend training as needed to get trained on how to use the platform and for any updates made in the system.
 - A11. Document and manage any incidents as needed and manage through the portal.
 - A12. Participate on department or enterprise committees, workgroups, and project teams regarding Cornerstone as a representative of the Bureau or department.
- 15% GOAL B. Compilation and Analysis of Agency Workforce Data
- B1. Design and develop workforce data dashboards in collaboration with Data Management Bureau staff for HR and agency management on a variety of key performance indicators (e.g. analysis of turnover, staff performance, etc.).
 - B2. Create, maintain, and manage HRIS reports and queries and assist end users in interpreting the data.
 - B3. Generate ad-hoc and scheduled reports for HR or agency management.
 - B4. Develop and implement regular data audits for compliance with HR rules and regulations.
 - B5. Maintain quality and consistency of Cornerstone and HRIS (PeopleSoft) data.
- 20% GOAL C. Coordinate the Workforce Performance Management Program
- C1. Administer and implement probationary and annual performance reviews and check-ins in the online performance management system, Cornerstone Performance. Monitor and deploy tasks and activities required in the performance management cycle.
 - C2. Make recommendations to the HR Director and project team on best practices and solutions to issues.
 - C3. Educate, coach, and provide consultation to agency supervisors to support robust, ongoing performance practices and processes like performance reviews, check in sessions, or goal setting.
 - C4. Perform annual analysis of performance reviews and goal setting to ensure alignment with department core values and competencies.
 - C5. Design, develop, and implement data collection tools and processes in order to assess talent development.

- C6. Participate in performance meetings with employees and supervisors.
 - C7. Develop and implement employee performance improvement plans (PIP) in collaboration with supervisors.
 - C8. Participate in ongoing policy and business process audits, studies, and analyses to assess program effectiveness and make program improvements.
 - C9. Consult on the implementation of strategies to address program enhancements.
- 10% GOAL D. Project Management of Cornerstone Performance System Enhancements
- D1. Perform project management and administrative activities for Cornerstone Performance system enhancements.
 - D2. Compile, review and evaluate system user recommendations.
 - D3. Lead workgroups to identify system issues or enhancement recommendations.
 - D4. Identify errors and propose solutions necessary for maintenance of Cornerstone.
 - D5. Evaluate system information to identify areas of improvement.
 - D6. Provide timely notice to users of system upgrades, system disruptions, etc.
 - D7. Serve as liaison to both ETF and DOA IT staff; develop specifications for IT programmers describing how enhancements/fixes should work.
 - D8. Direct testing and evaluation of system changes including development of test plans and written reports.
 - D9. Conduct user acceptance testing to ensure that fixes and enhancements are functioning properly.
 - D10. Establish project objectives and evaluate alternative approaches and their related risks.
 - D11. Track project progress from initiation to completion and report on progress to management.
 - D12. Reconfigure the system based on business needs on an as needed basis.
 - D13. Attend demonstrations hosted by the software company to help with system reconfiguration needs.
- 5% GOAL E. Staff Development and Coaching
- E1. Develop and implement trainings for supervisors related to staff performance management (e.g. how to manage an employee's performance, how to evaluate an employee's performance, how to coach staff to improve performance, etc.).
 - E2. Conduct readiness assessments, job-impact and gap analysis, and skill and capability assessments in collaboration with the Learning & Development Team.

- E3. Upload applicable staff trainings into Cornerstone Learning Management System (LMS) in coordination with the LMS Administrator and Learning & Development Team.
 - E4. Create or revise job aides as needed when system changes are made through optimization.
 - E5. Create video tutorials with step-by-step instructions for employees to use the system.
- 5% GOAL F. Miscellaneous Duties and Special Projects
- F1. Carry out special assignments to respond to the needs of the agency.
 - F2. Develop and maintain up-to-date knowledge of both performance management systems and best practices related to performance management.
 - F3. Develop and/or revise written procedures as directed by supervisor.
 - F4. Participate on committees, workgroups, and project teams as assigned by a supervisor
 - F5. Additional duties as assigned.

KNOWLEDGE, SKILLS, and ABILITIES

1. Knowledge of civil service rules, policies, and procedures.
2. Knowledge of the Wisconsin merit recruitment and selection process.
3. Knowledge of Wisconsin classification and compensation provisions and administration.
4. Knowledge of the principles of organizational analysis, policy and procedure development and implementation.
5. Strong computer skills including Microsoft Office (Word, Access, and SharePoint), Cornerstone, and PeopleSoft.
6. Knowledge of HR business functions and processes.
7. Knowledge of HRIS principles, systems, and functions, including how to generate queries and reports.
8. Knowledge of the principles and business process and systems analysis.
9. Knowledge of management information systems principles, practices, and technologies.
10. Knowledge of IT application development methods and techniques.
11. Expertise in relational databases and complex spreadsheets.
12. Excellent problem solving skills.
13. Knowledge of evaluation techniques for identifying, evaluating, and recommending improvements to customer services.
14. Ability to analyze incomplete information, evaluate alternatives and make appropriate recommendations for strategic solutions.
15. Ability to work with programmers and translate policy into user friendly logic.
16. Ability to function in a lead capacity through written and oral communications with persons from a variety of professional backgrounds.
17. Ability to organize, facilitate, and participate in public presentations.
18. Ability to establish and maintain effective working relationships with users, groups, peers, supervisors, and management staff.
19. Extensive knowledge of project plans, cost estimates and strategic and information technology theories and methodology.
20. Extensive knowledge of workload planning and organization skills.
21. Knowledge of database design, structure, and management.
22. Knowledge of automated report-generating capabilities.
23. Knowledge of web-based application design principles, and design/development tools.
24. Principles and practices of project management.
25. Leadership and team-building abilities.

26. Knowledge of competency and performance metric techniques and how to facilitate performance calibration meetings.
27. Ability to understand and comply with all ETF and enterprise competencies, standards, policies, processes, and procedures.