



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 402.5

Job Title: **SENIOR SHARED SERVICES SPECIALIST**

Pay Grade: 21

### **GENERAL SUMMARY**

In the Human Resources Department, leads professional human resources activities and administrative tasks to ensure adherence to applicable policies and procedures when completing various types of human resources actions.

### **RESPONSIBILITIES:**

- Prepares and processes personnel action requests in areas of new hires, separations, salary changes, promotions, transfers, and leave of absence for client departments.
- Administers position budget control and organizational management functions such as creations, delimitations, personnel assignment changes, and funding updates.
- Coordinates military leave requests and use of military leave bank for client departments.
- Reviews and administers requests for Family Medical Leave and donated leave as necessary.
- Coordinates drug testing and temporary services for client departments.
- Audits file information and performs database management using Human Resources Information Systems.
- Monitors, audits, and reviews system entries and data uploads for accuracy.
- Conducts research and analyses information to prepare reports and projects for external and internal departmental use.
- Maintains knowledge and interprets policies and procedures to ensure appropriate administration.
- Provide guidance, support, and resolution to managers and employees in areas related to HR operations, policies, and procedures.
- Provides maintenance of accurate reporting on HR activities and ad-hoc reports for client departments.
- Partner with internal HR teams, Payroll, Legal, and or Finance, to resolve manager and employee questions.
- May serve as a lead and participate in cross-functional process and system improvement initiatives.
- Performs other related duties as assigned.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires a Bachelor's degree in Human Resources, Business Administration, Social Science, Liberal Arts or a related field.

#### **EXPERIENCE:**

Three years professional experience related to human resources are required.

## **SPECIFICATIONS (continued):**

### **SUBSTITUTION:**

Pertinent experience at the professional level may be substituted for the education requirement on a year for year basis.

### **COMPLEXITY:**

Work requires the direct application of a variety of procedures, policies and/or precedents. Strong analytic abilities are required in applying guidelines, policies and procedures, and in adapting standard methods to fit facts and conditions.

### **IMPACT OF ACTIONS:**

Errors in work could cause some expense and inconvenience. Work is typically performed under moderate to limited supervision with standard operating procedures. The incumbent functions under general review and at times autonomously, with the supervisor available to answer more difficult questions.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

Involves general scheduling and review of work as a "working supervisor" or lead person.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

#### **External Contacts:**

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with and various organizations. Interaction requires considerable tact and cooperation involving sensitive issues, problems and information.

### **PHYSICAL EFFORT:**

The position is physically comfortable; the individual has discretion about walking, standing, etc.

### **WORK ENVIRONMENT:**

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

### **PHYSICAL SKILL:**

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

### **MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

### **JOB FAMILY:**

- Human Resources Technician
- Human Resources Assistant
- Shared Services Specialist
- Senior Shared Services Specialist
- Human Resources Supervisor
- Human Resources Manager