



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA  
JOB DESCRIPTION

POSITION TITLE: ~~Personnel Specialist/Instructor I, II, III~~ Supervisor, Human Resources Support Services  
JOB CODE: CC-011  
CLASSIFICATION: Exempt  
SALARY BAND / GRADE: ~~18, 20, 22-23~~  
BARGAINING UNIT: BTU-TSP  
REPORTS TO: Supervisor, Personnel Records Department or Designee  
CONTRACT YEAR: Twelve Months

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**POSITION GOAL:**

To instruct school-based and county level staff in approved methods and procedures for Personnel/Payroll applications; to oversee the maintenance of personnel files (paper, microfiche or computerized) for the Personnel Records Department. The Supervisor, Human Resources (HR) Support Services provides support and supervision of Human Resources Support Services staff assigned to the Human Resources Department responsible for the completion of personnel transactions, records maintenance, retrieval and retention, unemployment compensation, employment verifications, and customer service.

**ESSENTIAL PERFORMANCE RESPONSIBILITIES:**

The Personnel Specialist/Instructor I, II, III will perform duties in the area assigned. The Supervisor, Human Resources (HR) Support Services shall carry out the essential performance responsibilities listed below.

- Supervise staff as assigned in the performance of job duties.
- Provide support for District and school-based staff with all aspects of personnel administration for assigned scope of responsibility, providing timely follow-up and disposition of requests.
- Safeguard the confidentiality of employee information entrusted to the HR Support Services department.
- Supervise and coordinate the activities of HR Support Service Specialists and other clerical staff members, as assigned.
- Orient new staff members on all facets of the HR Support Services role, including educating and informing of HR policy, processing of personnel changes, gathering, collating and imaging of employment records, customer service protocols, and all other areas required to ensure HR support for staff.
- Conduct periodic training for staff, as applicable, to ensure all are informed of changes to departmental operations, HR policy and contract language that impact HR Support Services relative to areas of accountability.
- Ensure the timely and efficient disposition and processing of HR requests for assigned area of accountability, identifying deficiencies in processes and recommending changes to address and correct with the immediate supervisor.
- Review and validate personnel data reports, reporting errors and other findings to the Human Resources Information Systems (HRIS) Specialist.
- Conduct audits of personnel transactions and records for conformance to policy and processing standards.
- Collaborate with payroll, budget, school and department administrators on the resolution of personnel transaction processing issues that interfere with the generation and distribution of paychecks and the hiring of staff.
- Act as a resource for school-based and district staff, providing information and assistance on HR policy and procedures relative to personnel transactions, employment records retention, unemployment compensation, and all other HR Support Services.
- Provide timely assistance and support to district and school-based staff in resolving issues related to the completion of HR forms, submitting on-line employee change requests, and all other areas within scope of responsibility.
- Ensure compliance with departmental record-keeping procedures, providing oversight for the receipt, imaging, and filing of documents into personnel files maintained within the HR Support Services department.
- Assist with establishing and ensuring compliance with retention scheduling of all records received in accordance with state laws, as well as School Board policies.
- Respond to requests for personnel records in accordance with departmental policy, ensuring all protocols related to authorization of information release are enforced.
- Keep track of personnel records signed out for official School Board business or Public Record Requests.

- Support the administration of all activities associated with the unemployment claims process, responding to claims, participation in hearings and responding to appeals.
- Support Human Resources Information Systems (HRIS) and Information Technology (IT) on the development and upgrade of the HR system for purposes of personnel transaction processing and record retention. Recommend enhancements to system functionality and participation in system implementation and testing, as required.
- Maintain maintain accountability for the proper functioning and operation of office equipment and direct training of personnel in the operation of office equipment.
- Assist assist in developing and maintaining computer programs and databases for PAF, tracking HR actions-accountability, and security.
- Review review and correct all edit reports, validation reports, and school advisory reports for the State Staff database Data Base.
- Assist or serve as the department's technical advisor with the microcomputers, network server, E-Mail server, patching department work stations, loading software, setting up printers, and establishing mainframe-network server connectivity.
- Identify opportunities to streamline and improve service delivery related to personnel transactions, maintenance and imaging of employment records, unemployment compensation administration, and all other areas of accountability.
- Support the immediate supervisor or designee in the creation, revision and communication of Standard Operating Procedures and user manuals that align with HR policies.
- Demonstrate exceptional customer service and interpersonal skills when interacting with the general public and staff members.
- Perform and promote all activities in compliance with the equal employment and non-discrimination policies of The School Board of Broward County, Florida.
- Participate in training programs offered to enhance the individual's skills and proficiency related to job responsibilities.
- Review current developments, literature and technical sources of information related to job responsibilities.
- Ensure adherence to good safety procedures.
- Perform other duties as assigned by the immediate supervisor or designee.
- Follow federal and state laws, as well as School Board policies.
  
- ~~Perform the following duties when primary assignment is Personnel/Payroll Processing~~
  - ~~supervise and coordinate the activities of employees assigned to the Personnel/Payroll Processing Section.~~
  - ~~train staff in all aspects of Personnel Action Form (PAF) processing and on-line electronic PAF processing.~~
  - ~~oversee the distribution of all turn around PAFs in the district.~~
  - ~~perform as a resource person for the Personnel Records Department; assist in introducing new bookkeepers, office managers, and appropriate staff to Personnel/Payroll Systems and instruct them in approved procedures and controls.~~
  - ~~conduct monthly in-service seminars to insure that clerical users and staff have the expertise to do the job; introduce bookkeepers, office managers, and appropriate staff to Personnel/Payroll systems and answer bookkeepers' questions as required; conduct on-line electronic PAF (Personnel Action Form) training.~~
  - ~~respond immediately to schools, centers and departments experiencing difficulties in completing forms and processing on-line transactions required for personnel or payroll functions.~~
  - ~~assist in developing computer programs to improve the efficiency and effectiveness of personnel payroll record retrieval and maintenance.~~
  - ~~review and correct local personnel payroll data base error reports.~~
- ~~Perform the following duties when primary assignment is Data and Records Control~~
  - ~~supervise and coordinate the activities of employees assigned to the Data and Records Control-section of the Personnel Records Department.~~
  - ~~assist with the planning and implementing of efficient record keeping procedures.~~
  - ~~oversee the distribution of incoming documents to ensure incoming documents are sorted, stamped, and filed in a timely manner into the District Personnel Records.~~
  - ~~assist in developing and maintaining computer programs and data bases for Personnel Record accountability and security.~~
  - ~~establish and maintain security of the District Personnel Records.~~

- ~~monitor and maintain control of District Personnel Records signed out or reviewed for official School Board business or public record requests.~~
- ~~review and approve employment verification and income verification.~~
- ~~maintain control of and process unemployment claims, unemployment compensation hearings and court subpoenas.~~
- ~~oversee the printing, distribution, and filing of teacher contracts.~~
- ~~interact effectively with the general public, staff members, students, teachers, parents and administrators, using tact and good judgment.~~
- ~~maintain control of and process teacher summer school applications.~~
  
- ~~Perform the following duties when the primary assignment is Micrographics.~~
  - ~~supervise and coordinate the activities of employees assigned to the Micrographics section of the Personnel Records Department.~~
  - ~~plan and implement efficient paper and microfiche recordkeeping procedures.~~
  - ~~oversee the operation of all equipment in the microfilm unit and coordinate the activities of all personnel using that equipment.~~
  - ~~maintain the proper functioning and operation of the following equipment: microfilm camera, microfiche readers, and reader printers, automatic jacket inserter, microfiche duplicator, jacket notcher, and other office equipment.~~
  - ~~establish efficient retention scheduling of all records received in accordance with state laws, as well as School Board policies.~~
  - ~~direct training personnel in the operation of microfilm equipment and office microcomputers.~~
  - ~~assure that production schedules are met for all users and maintain microfilm production logs.~~
  - ~~oversee and coordinate activities of workers assigned the function of recordkeeping; establish written procedures to follow as to current paper and microfilmed files.~~
  - ~~assure that an adequate number of personnel are in the microfilm unit at all times in order to assure uninterrupted production.~~
  - ~~develop computer programs and data bases to automate the Personnel Records Department functions.~~
  - ~~maintain a "security" microfiche file.~~
  
- ~~Perform additional responsibilities when assignment is Personnel/Payroll Processing or Data and Records Control or Micrographics.~~
  - ~~ensure that production schedules are met and production logs are maintained.~~
  - ~~monitor and record workers attendance on the Daily Payroll Time Logs.~~
  - ~~conduct Employee Performance Evaluations for subordinate staff.~~
  - ~~maintain the highest ethical principles and use tact and courtesy when analyzing problems and recommending corrective action.~~
  - ~~process a variety of routine correspondence, investigate subject matter, and prepare replies within allotted time period.~~
  - ~~assist in the development of, and maintain up to date, a Standard Operating Procedures Manual and User Manuals.~~
  - ~~participate, successfully, in the training programs offered to increase the individual's skill and proficiency related to the assignments.~~
  - ~~review current developments, literature and technical sources of information related to job responsibility.~~
  - ~~ensure adherence to good safety procedures.~~
  - ~~perform other duties as assigned by Supervisor, Personnel Records.~~
  - ~~follow federal and state laws, as well as School Board policies in performance of duties.~~

**MINIMUM QUALIFICATIONS & EXPERIENCE:**

- Standard high school diploma or satisfactory completion of an approved General Educational Development (GED) Testing Program.
- A minimum Minimum of five (5) years within the last seven (7) years of experience and/or training in the field related to the title of the position, including responsibility for HR administrative tasks related to personnel transactions, record keeping, electronic records retrieval and storage.
- Two (2) years of supervisory or team leader experience required.
- Advanced knowledge of Human Resources policies, procedures and practices.
- Demonstrated ability to communicate effectively, both verbally and in writing.
- Computer skills as required for the position, including experience performing data entry into a Human Resources / Payroll Information System.

OR

- ~~An earned associate's degree from an accredited institution.~~
- ~~Minimum of three (3) years of experience and/or training in the field related to the title of the position.~~

AND

- ~~Familiarity with the ISI user system or equivalent system and proven successful experience in working with people are required.~~

**PREFERRED QUALIFICATIONS & EXPERIENCE:**

- An earned associate's degree in human resources, business administration, public administration or a related field from an accredited institution.
- Human Resources service experience in a school system or comparable government entity.
- Knowledge of HR law, principles, practices, and administration.
- Bilingual skills preferred.
- Preferred majors include business or a related field applicable to the work assignment.
- Preferred experience in personnel work or in a high level clerical position in the District or maintenance of records for personnel or property and inventory, etc., in a public agency, large corporation, etc.
- Experience with and demonstrated skill in MS-DOS, Windows and microcomputers, network servers, data imaging, and developing computer programs preferred.

**JOB PROGRESSION/CAREER LADDER**

The Personnel Specialist/Instructor I, II, III job description is designated as one job for the purpose of job progression when the employee has achieved an evaluation indicating that his/her job performance has met or exceeded the expectations of the job.

1. ~~Personnel Specialist/Instructor II~~ Personnel Specialist/Instructor I may be promoted to a Personnel Specialist/Instructor II after a minimum of One (1) year's experience in the department with approval of the Personnel Records Supervisor and the Associate Superintendent District Administration.
2. ~~Personnel Specialist/Instructor III~~ Personnel Specialist/Instructor II may be promoted to Personnel Specialist/Instructor III after an additional year of experience in the department with approval of the Personnel Records Supervisor and the Associate Superintendent District Administration.

**SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:**

Provide continuous support and assistance to employees and leaders of the School Board of Broward County, Florida for purposes of ensuring the complete and accurate maintenance and process of employee data and personnel transactions.

Provide support and assistance to school-based and district employees, administrators, community representatives, legal agencies, and the general public on matters related to the maintenance and administration of personnel transactions, records management and retention, public records requests, unemployment compensation, employment verification, and all other HR support services.

**PHYSICAL REQUIREMENTS:**

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

**TERMS OF EMPLOYMENT:**

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

**EVALUATION:**

Performance will be evaluated in accordance with Board Policy.

Board Approved: 5/6/82 &  
Adopted: 5/20/82

Item G-7: 11/6/86

Revised: 6/9/98 &  
Adopted: 7/21/98

Board Adopted: 12/16/03\*

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