

Personnel Specialist
Knowledge, Skill, Ability, and Personal Characteristic Statements
Rating Results

KSAPC #	Knowledge, Skill, Ability, and Personal Characteristic Statement
K01	Knowledge of current office methods, procedures, and equipment (e.g. information disclosure, customer service, 10-key calculator, copier, fax, telephone, etc.) to ensure the efficient operation of personnel/payroll services.
K02	Knowledge of basic math principles as they relate to personnel/payroll matters (e.g. salary determinations, accounts receivable, disability supplementation calculations, etc.).
K03	Knowledge of mathematical computations using addition, subtraction, multiplication, division, percentages in order to perform personnel/payroll assignments.
K04	Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise, and accurate.
K05	Basic knowledge of communication principles (verbal and written) to provide information relating to various personnel/payroll functions.
K06	Knowledge of communication techniques for gathering, evaluating and transmitting information.
K07	Knowledge of research and data collection techniques to ensure accurate collection of data for research and tracking activities.
K08	Knowledge of principles and processes for providing customer service.
K09	Knowledge of problem-solving techniques and processes to facilitate the identification and resolution of issues.
K10	Knowledge of Internet, email systems, and other personal computer functions and software applications and security policies and procedures to conduct work activities.
S01	Skill to maintain personnel/payroll documents (e.g. disability files, Family Medical Leave Act (FMLA), garnishments, etc.) to comply with law, rules, regulations, policies, procedures, etc.
S02	Skill to research and analyze various personnel/payroll matters to recommend alternative actions and/or take an appropriate course of action.
S03	Skill to independently interpret reference materials to comply with law, rules, regulations, policies, procedures, etc.

KSAPC #	Knowledge, Skill, Ability, and Personal Characteristic Statement
A01	Ability to apply critical thinking strategies to review data and present ideas and information.
A02	Ability to exercise sound judgment when making decisions.
A03	Ability to apply time management practices to prioritize, schedule and complete work effectively to comply with mandated policies and deadlines.
A04	Ability to work on multiple tasks or parts of tasks simultaneously to ensure timely completion of work activities.
A05	Ability to keep work area organized to complete job assignments in a timely manner.
A06	Ability to research and/or apply laws, rules, regulations, and bargaining contract provisions to recommend alternative solutions to take an appropriate course of action.
A07	Ability to research and/or apply laws, rules, regulations, and bargaining contract provisions concerning personnel transactions to take appropriate course of action.
A08	Ability to utilize reference materials to ensure conformity, consistency, and compliance with law, rules, regulations, policies, procedures, etc.
A09	Ability to communicate in writing clearly and concisely to audiences with varying levels of understanding to exchange and relay information related to various personnel/payroll matters.
A10	Ability to develop, review and edit various written documents (e.g. correspondence, reports, etc.) for proper content, format, grammar, punctuation, and sentence structure to provide information/data on various personnel/payroll matters.
A11	Ability to read and comprehend resource materials and technical documents to apply information to work activities.
A12	Ability to correctly choose and perform basic mathematical calculations such as addition, subtraction, percentages, multiplication, and division.
A13	Ability to integrate multiple facts, statistics, and/or mathematical values when solving mathematical equations.
A14	Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions that may impact pre-established timelines for completing assignments.
A15	Ability to communicate effectively with management/supervisors on various actions which may be taken on transaction situations.
A16	Ability to communicate effectively with all levels of staff, customers, etc. to provide good customer service.

KSAPC #	Knowledge, Skill, Ability, and Personal Characteristic Statement
A17	Ability to use a personal computer to input data, access and relay information, and/or create materials and documents using a variety of software applications.
A18	Ability to use email and applications to communicate with various audiences on matters related to personnel matters.
A19	Ability to use database software to input, organize, track, and retrieve data.
A20	Ability to use the Internet and Intranet to conduct on-line research and obtain information related to departmental policies, procedures, and resources to complete work activities.
A21	Ability to use word processing software to prepare reports, memos, correspondence, and other job-related documents and materials.
A22	Ability to maintain personnel records to ensure accuracy.
A23	Ability to maintain confidentiality to protect employee's rights and information.
A24	Ability to establish and maintain cooperative working relations with those contacted during the course of work (e.g. management, employees, internal and external stakeholders).
A25	Ability to use tact, and diplomacy when dealing with the needs, problems, and/or concerns of others (e.g. departmental staff, outside agency personnel and/or the public).
A26	Ability to understand verbal instructions containing technical information.