

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

JOB SUMMARY This is a non-career, term job of the Metropolitan Washington Airports Authority (Airports Authority). Serves as Human Resource (HR) Technician (Labor/Employee Relations and Employee Development) in the Office of Human Resources by performing a range of basic human resource management support work as well as general/miscellaneous office clerical functions, in support of the Labor and Employee Relations Department and the Organization Development Department. The job requires (a) application of established, standardized and accepted HR management support, and general office clerical, methods, processes, procedures and practices, and (b) the ability to rapidly acquire knowledge of, and then skillfully apply, Airports Authority-specific processes, procedures, practices, systems and other standards and guides.

DUTIES Examples of duties include, but are not limited to:

HR Management Support

--Assists Labor and Employee Relations Manager and staff with various labor and employee relations work. This assistance includes, but is not limited to:

Attends labor relations meetings; takes and produces notes; assists in development of contract language by conducting research support, producing draft, proofing/revising draft, and helping finalize draft of agreement while keeping master language; and performs related labor relations support functions.

Helps finalize and implement the Apprenticeship Program. Tracks individual training hours for participants in the Apprenticeship Program. Performs related functions.

Helps create and ensure upkeep of conduct and discipline case files (for employees within and outside bargaining units); prepares matrices of progressive discipline and other charts and graphs for presentations; may check letters of warning and reprimand to ensure internal consistency and adherence to style as well as proper grammar; may assist HR Specialists in researching case files and preparing matrices concerning personnel actions of various types (including, but not limited to, conduct/discipline matters); may read from policies/procedures and produce matrices to help ensure consistency of disciplinary actions; provides information to employees (within and outside bargaining units) regarding minor problems of employee conduct, dissatisfaction, or poor work habits; explains to supervisors the nature of records or sequence of actions required in connection with recurring disciplinary problems such as excessive unplanned absences; may assist supervisors in writing admonishment letters (working from templates); explains procedural options to employees (within and outside bargaining units) when they are dissatisfied with their performance rating; performs related employee relations functions; proofs various Airports Authority policy documents and prepares related matrices; and assists with various Labor and Employee Relations Department-sponsored programs.

--Assists Organization Development Manager and staff with various training and employee development work.

Helps finalize application, interview, and record keeping for the Management Internship Program. Performs related functions.

Helps administer the overall Training Program by tracking registration and payments (i.e., reconciles balances on P-Card bills/invoices/etc.); makes presentations following established lesson plans for routine administrative support subjects; checks performance management documents and determines the propriety (or lack thereof) of the rating of record; screens training requests submitted by field units; ensures course prerequisites are met for the requested training; identifies and tracks training requirements and training quotas; prepares messages announcing mandatory training and training offerings and required training; establishes start dates for courses using the Training Management System database; prepares reports; issues cost accounting data for training to Office of Finance; tracks employee certifications; tracks due dates, and makes up packages, for service awards; and performs related functions.

--Assists in other HR Departments (such as the Employment and HR Information System, Benefits and Retirement, Job Evaluation and Compensation, as assigned). Examples:

HR in general: Conducts HR research and analyzes HR information in relation to the requirements, spirit, and intent of governing regulations, policies and procedures as assigned; reviews HR documents (requests for official HR actions, drafts, finals, official notices, etc.) for completeness and to ensure the presence of appropriate signatures, dates, and attachments; verifies employment information according to office procedures; obtains information, maintains listings and maintains files; locates information in official personnel folders (OPFs) and HR databases/sources; provides general information concerning HR processes and procedures; conducts interviews to identify and organize pertinent facts of a situation; refers non-routine inquiries about specific issues or actions to the appropriate HR specialist; and performs related functions.

Employment and HR Information System: Conducts preliminary recruitment/examining activities for common lower grade positions; makes modifications to vacancy announcement(s) that are standardized or have precedents, or consistent with mark-ups by higher grade personnel, and ensures postings on various job boards, as instructed or consistent with established procedures; reviews applications to assess applicants' minimum qualifications (typically for lower level jobs); coordinates selection panel meetings; coordinates interviews; prepares or checks selection lists; takes appropriate processing actions upon selection; checks action codes, suspense dates, and critical due dates (such as end of probationary period) and notifies line management consistent with guidelines; checks the accuracy of organizational and position data, and enters data in database; runs standard reports from database; may help define and run ad hoc/special reports; checks personnel action requests for completeness, authorized signatures,

inclusion of supporting documents, etc.; and performs other employment and HR information system support functions.

Benefits and Retirement: Provides information and assistance to employees and retirees regarding employee benefit problems and issues; researches and explains straightforward employee benefit-related issues and options such as features of established plans; and performs other benefits and retirement support functions.

Job Evaluation and Compensation: Enters, revises, sorts, calculates, or retrieves data for standard reports; locates and retrieves generic job descriptions (JDs) for HR specialists from the automated JD library; documents standard phraseology used in JDs; creates or issues spreadsheets to perform compensation calculations; creates or maintains market data files; and performs other job evaluation and compensation support functions.

General Office Support

--Compiles and organizes data from source material (such as lists, summaries, and reports); enters data into, manipulates data in and retrieves data from, databases; and may set up or modify databases.

--Receives, distributes, and routes invoices, bills, requisitions, payment requests, applications, claims, orders, forms, bids or other paperwork/submissions for processing, and signs receipts for items delivered to the office.

--Maintains logs, calendars and staff in/out boards.

--Types documents from rough draft, verbal instructions or taped material, utilizing standard features of word processing software; proofs documents for accuracy, completeness and adherence to Airports Authority style, format and appearance standards; responds to routine inquiries by providing readily available written information; and communicates with offices to obtain or pass on paperwork.

--Orders, receives, stores, and issues basic office supplies.

-- Receives visitors, answers telephones and gives verbal information to other Airports Authority employees, airport users, and the general public. Explains various processes; gives directions to various Airports Authority locations; and takes messages or directs inquiries to appropriate personnel.

--Sets up control or suspense logs to monitor timely response to correspondence, coordination of invoices, or other matters where follow-up information or action is required. Maintains and files office documents; reviews document content and establishes new file categories.

--Performs a variety of other administrative and clerical duties as required. Types and proofreads correspondence (edits copy for typographical errors, proper spelling, grammar and conformance

to formats and procedural requirements), compiles and verifies data, prepares forms, makes copies, and sends and receives facsimiles.

--Schedules meetings, may review timecards (on behalf of Supervisor), may book travel, may review travel/training requests for adherence to format and processing requirements, may maintain various office personnel/operations calendars, may order supplies and equipment, and may sort and distribute mail. Substitutes for other personnel in the Office of Human Resources, as assigned.

--Communicates and interacts effectively with internal and external business contacts including, but not limited to, other members of the unit/team, other Airports Authority employees, vendors/suppliers/tenants, airport users and the general public.

--Uses a computer and (a) modern office suite software for various applications such as, but not limited to, planning/scheduling, communicating (email), word processing, manipulating data (databases and spreadsheets), and preparing charts/graphics and presentations, (b) enterprise software for requisitioning, budgeting, time and attendance reporting, and other functions, and (c) specialty systems/software for various functions (HR information, applicant tracking, personnel transaction processing, etc.).

--May drive or use a sedan landside to get to/from meetings at various Airports Authority work sites.

--*Performs other duties as assigned.*

Critical features of this job are described under the headings below. They may be subject to change through reasonable accommodation or otherwise.

MINIMUM QUALIFICATIONS (MQs)

To be rated qualified for this job, an applicant must meet all of the MQs listed below at the time of vacancy announcement closure.

1. A high school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience and training.
2. Four years of progressively responsible post-high school work experience in HR including, but not limited to:

(a) using established and standardized HR management methods, processes, procedures and practices to perform HR management support functions in the programmatic domains of labor relations, employee relations, employee development/training or other HR domains, provided the experience demonstrates knowledge of, and skill in applying, (i) a range of HR fundamentals that include overarching regulatory guides at the Federal, state or local level, such as Title VII and the employment provisions of the Americans With Disabilities Act (ADA) and the Age Discrimination in Employment Act (ADEA), and (ii) key provisions of

employer-specific HR programs, policies, processes and procedures pertinent to HR assignments, and

(b) demonstrating (i) skill in problem solving, (ii) skill in communicating orally, (iii) skill in communicating in writing, (iv) skill in working as a team member, (v) skill in working with a wide range of business contacts, including the public, (vi) skill in providing effective customer service, (vii) skill in using a computer and modern office suite software and (viii) ability to rapidly acquire knowledge of, and then skillfully use, Airports Authority-specific processes, procedures, practices, systems and other standards and guides pertinent to assigned functions.

Education and training beyond what is needed to satisfy MQ 1 above may be substituted for all four of these years of experience (MQ 2) on a week-to-week basis provided the education and training provide evidence of the knowledge, skills and abilities required by items 2(a) and 2(b).

PREFERRED QUALIFICATIONS

The qualification listed below (if any) are preferred and may be considered in the selection process, but they are not required to be rated qualified for this job.

None

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER FACTORS (KSAOs)

The following KSAOs are required for successful performance of this job and are a basis for rating and ranking applicants who are found to meet the MQs. *Local, Federal, airport industry or Airports Authority specific bodies of knowledge listed below may be acquired on the job, typically; ability to rapidly acquire them is required at the time of vacancy announcement closure.*

1. Knowledge of the fundamentals of labor/employee relations as pertinent to assignments, the fundamentals of training/employee development as pertinent to assignments, the fundamentals of HR in general as pertinent to assignments and the fundamentals of such overarching regulatory guides as Title VII and the employment provisions of the Americans With Disabilities Act (ADA) and the Age Discrimination in Employment Act (ADEA) altogether to perform work consistent with programmatic and regulatory guidelines and generally-accepted HR practices.
2. Knowledge of key provisions of specific Airports Authority HR programs, policies, processes and procedures pertinent to assignments (such as collective bargaining agreements, Apprenticeship Program requirements and processes, and training request processing procedures) to perform work consistent with Airports Authority specific HR guidelines.
3. Skill in problem solving to select, organize, and logically process relevant information (verbal, numerical, or abstract) to solve a problem. This includes the ability to recognize

subtle aspects of problems, identify relevant information, and make balanced recommendations and decisions. Examples include making presentations following established lesson plans, checking performance management documents and determining the propriety (or lack thereof) of the rating of record, and screening training requests submitted by field units.

4. Skill in oral communication to understand verbal information (including facts, assertions and ideas) and to express such information verbally so that others will understand. Examples include exchange of routine and non-routine information with line managers concerning such conduct and discipline issues as established matters of progressive discipline, with employees about dissatisfaction with and steps to take to challenge a performance rating, and with job applicants concerning processes for screenings for minimum qualifications.
5. Skill in written communication to understand written information (facts, assertions and ideas) and to express such information in writing so that others will understand. Examples include checking letters of caution and reprimand to ensure internal consistency and adherence to style as well as proper grammar, reviewing applications, resumes and job descriptions for key content, assisting supervisors in writing admonishment letters (working from templates), and reviewing or drafting vacancy announcement copy.
6. Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner.
7. Skill in using a computer and (a) modern office suite software (such as MS Office) to plan, schedule, communicate, word process, manipulate data, prepare presentations, perform research, etc.; (b) enterprise systems/software for requisitioning, budgeting, time and attendance reporting, etc., and (c) special systems/software for various functions, such as HR information, applicant tracking, personnel transaction processing, etc.

RESPONSIBILITY Performs HR management and miscellaneous clerical functions, with focus on labor/employee relations and training/employee development functions, within established guidelines. Works to ease the programmatic-operational-administrative burden of the Manager, Labor and Employee Relations, the Manager, Organization Development and their staffs.

Reports to the Manager, Labor and Employee Relations Department (Supervisor), but may work under day-to-day guidance of a non-supervisory HR specialist. Typically, recurring work is assigned with general instructions and in terms of priorities and any special parameters, and new/special assignments are made in terms of objectives, timelines, technical/administrative requirements and other details. Incumbent independently plans and carries detailed work steps within these frameworks. Supervisor, or other higher grade employee, provides guidance/assistance for complex, unusual or sensitive matters. Work is subject to review for quality, quantity, timeliness, adherence to guidelines, customer service, team work and other factors.

Guidelines include, but are not limited to, fundamentals of labor/employee relations as pertinent to assignments, fundamentals of training/employee development as pertinent to assignments, fundamentals of HR in general as pertinent to assignments and fundamentals of such overarching

regulatory guides as Title VII and the employment provisions of the Americans With Disabilities Act (ADA) and the Age Discrimination in Employment Act (ADEA); and key provisions of specific Airports Authority HR programs, policies, processes and procedures pertinent to assignments (such as collective bargaining agreements, Apprenticeship Program requirements and processes, and training request processing procedures). The incumbent selects and closely adheres to some guides, such as procedures for screening training requests, ensuring that course prerequisites are met for the requested training, identifying and tracking training requirements and training quotas, and using the Training Management System. The incumbent uses judgment to select and apply other guides to specific situations.

EFFORT Work is mainly sedentary. Incumbent may sit for extended periods when doing desk work. Moves about to retrieve files and meet with staff or visitors. Travels to other sites to meet with employees and managers, attend meetings and give presentations/orientations, and perform other job functions. Communicates by telephone regularly. Expresses oneself clearly in presentations to groups. Regularly uses a computer and other electronic equipment to make computations, prepare spreadsheets, draft correspondence and access/manipulate databases. Regularly reviews documents containing small print. Typically exerts light physical effort in opening/closing file drawers, transporting program documents or testing materials (weighing up to 25 pounds), and performing similar work activities on a recurring basis. In driving, operates vehicle using judgment based on weather, traffic and other factors.

WORKING CONDITIONS Works primarily in an adequately lighted, adequately ventilated, and temperature controlled office setting. Occasionally, may visit work sites of trades or public safety employees (in shops, out-of-doors, etc.). Is subject to a degree of job pressure or frustration from interpersonal conflicts (such as belligerent applicants who have not been rate qualified or selected; selecting officials who are impatiently awaiting the completion of staffing action; and irate employees who are being disciplined), and tight deadlines.

OTHER SIGNIFICANT JOB ASPECTS None