



**Position:** Assistant Human Resources Manager  
**Division:** Financial & Employee Services

**Location:** Tumwater, WA  
**Notice:** WMS 04-0006

**OPENS:** January 30, 2004  
**CLOSES:** Until Filled

**Agency Profile:** The mission of the Department of Revenue is to fairly and efficiently collect revenues and administer programs to fund public services, and advocate sound tax policy. Our vision is an environment where citizens voluntarily pay taxes, appreciate public employees, and value the services delivered. The Washington State Department of Revenue (DOR) values its employees and challenges them to continuously improve the way we do business, to meet and exceed the needs of our customers, and carry out their duties in an ethical manner.

As an employer of over 1,000 people, the Department of Revenue embraces values of Respect, Integrity, Cooperation, Professionalism, and Continuous Improvement. As an Agency, we are dedicated to the professional development of agency staff where our employees are well trained and have the knowledge, skills and abilities to meet the challenges and demands of a changing workplace. Department employees have access to career counseling services, tuition reimbursement, and tuition waiver programs. In addition, the agency offers a "job shadow program" and "developmental job assignments" as other means to build skills and give employees exposure to other jobs in the Department.

To learn more about this dynamic agency, we invite you to visit our web-site at [www.dor.wa.gov](http://www.dor.wa.gov) .

**Compensation:**

WMS Band 2 \$52,656 - \$64,356 annually depending on qualifications. Outstanding benefits including health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; dependent care assistance program; employee advisory service; deferred compensation plans; educational benefits program; 11 paid holidays; Commute Trip Reduction Incentives; training; and state retirement plans.

**The Assistant Human Resources Manager is responsible for:**

Managing and directing the day-to-day personnel programs, operations and employee development work performed and services delivered by the Office of Human Resources. Maintaining the highest standards of personal/professional and ethical conduct and support the state's goals for a diverse workforce.

Serving in an acting capacity in the absence of the Human Resources Manager.

Managing the agency's recruitment, retention and succession planning program to provide a systematic approach to increasing and maintaining the diversity and quality of the agency's workforce.

Managing the agency's EEO program, including the development and administration of the Affirmative Action Plan, the investigation of discrimination/sexual harassment complaints and disability accommodation.

Managing agency personnel operations, including appointment processing, registers, referrals, testing and performance evaluations.

Managing the agency's employee development efforts to develop and maintain a highly qualified and motivated work force.

Managing the development, implementation and administration of the Human Resources Core Competency training program for managers and supervisors. Providing interpretation and advice to management on labor issues, Collective Bargaining Agreement interpretations and representing the agency on Labor/Management committees.

Overseeing the agency's Safety and Wellness programs, and supervises L&I and unemployment compensation claims administration.

Administering the agency's classification and compensation plan; directing agency-wide classification and pay studies. Confers with and advises agency management, works with DOP staff in development of program rules and policy, proposes changes to policy and procedure, provides training to agency employees and management. Managing the implementation and administration of the Washington Management Service. Chairs WMS Position Evaluation Committee.

Representing the agency at appeal and arbitration hearings regarding discipline, classification, recruitment, examination and reduction-in-force and other HR issues.

Advising agency management regarding executive recruitment, including exempts and WMS positions.

Counseling managers, supervisors and employees on employment laws, personnel rules and agency policies and procedures.

Overseeing office management and clerical support functions for the Office of Human Resources.

***Knowledge of:***

- Full-scope human resources management concepts, principles and practices.
- Labor relations management concepts, principles and practices.
- Employment and labor laws, rules, policies, procedures and principles. Human resources information management and payroll systems.
- Knowledge of supervisory concepts, principles and practices.
- Organizational analysis and development and adult learning theory.

***Skills to:***

- Establish work priorities and deadlines for the unit.
- Evaluate staff and identify training needs, approve employee leave.
- Interpret complex personnel rules and procedures.
- Hire temporary employees.
- Provide oversight on Strategic Business Planning initiatives.
- Set direction and oversee employee development programs.
- Oversee performance management. Recommend appropriate corrective/disciplinary actions taken on agency employees.
- Manage actions that may result in reduction-in-force, investigation or disciplinary action.
- Approve temporary/intermittent appointments, appointments above the minimum, voluntary demotions, transfers and elevations.
- Manage all aspects of Washington Management Service and Exempt Service programs.
- Assess and approve publishing of recruitment announcements, selective certifications.
- Provide direction on classification and pay issues regarding proposals for class studies, including changes to existing classifications and establishment of new job classifications, including salary recommendations.
- Make decisions involving significant organizational impact, which may include issues involving several divisions.
- Provide direction for exam development.
- Manage affirmative action plans and EEO programs.
- Determine scope and need of recruitment program, including target recruitment, exam development and administration and college recruitment programs.
- Make policy decisions on reasonable accommodation and provisions of ADA requirements affecting entire agency.

**Ability to:**

- Research and analyze complex and/or controversial problems, develop appropriate solutions and apply them.
- Anticipate and respond strategically, as well as tactically, as appropriate, and plan accordingly.
- Clearly and effectively communicate and interact with a variety of audiences, including employees, management, subject matter experts, attorneys, boards, commissions, union representatives and the public.
- Make effective, well-reasoned decisions under pressure in the best interests of the agency and employees.
- Effectively exercise leadership in the OHR section and agency-wide and in state-wide forums.
- Manage human resources within the OHR section and to provide expert guidance in human resources for the agency.
- Effectively use electronic information systems.
- Supervise staff in a manner that promotes teamwork, customer service and staff development.
- Multitask.
- Train, delegate, coach and mentor.
- Develop and deliver high-level human resource related training.
- Manage projects.
- Develop and sustain agency support for initiatives.

**Desirable Qualifications of the successful candidate for this position include:**

The Assistant Human Resources Manager has substantial responsibility in the field of personnel management and manages a group of HR generalists, and as such, the person in this position must command strong theoretical and technical skills over a broad array of human resource management functions, as well as have a strong working knowledge of, and ability to apply, general management principles. In addition, at least 3 years of human resource or labor relations management experience; a Bachelor's degree in public administration, human resources management or a related field; as well as professional certification in human resources management; and experience with supervising professional staff are highly desirable.

**Conditions of employment include:**

Must be able to work on multiple projects and assignments simultaneously. May be required to work extended hours. Must be able to work in a non-smoking environment.

**Application Process:**

Please send a letter of interest, detailed resume and Applicant Profile (optional). The letter of interest should indicate how you meet the desirable qualifications needed for this position. Be prepared to provide references at the time of interview. E-mailed resumes are due by 5:00 p.m. on the closing date. Hard copy resumes must be received no later than the closing date to be given further consideration.

**Electronic applications in Word format are preferred** however, hard copies may be sent to **Office of Human Resources:**

[CatthiO@Dor.wa.gov](mailto:CatthiO@Dor.wa.gov)

Please indicate in subject line:

Subject: WMS 04-0006

**OR**

**WA State Department of Revenue**

**P.O. Box 47463**

**Olympia, WA 98504-7463**

**Fax: 360-664-0580**

## Washington State Department of Revenue Applicant Profile

To ensure equal employment opportunity, we ask your voluntary cooperation in responding to the questions below. This information will be treated as confidential, and will be available only to authorized personnel. Please review the Diversity Definitions at the bottom of the page.

Position Applied For:	Name: (Last, First, Middle Initial)	Date of Birth:
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<p>1. What race(s) or culture(s) do you consider yourself?</p> <p><input type="checkbox"/> Black/African American</p> <p><input type="checkbox"/> Caucasian/White</p> <p><input type="checkbox"/> Asian or Pacific Islander (API):</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Chinese</li> <li><input type="checkbox"/> Vietnamese</li> <li><input type="checkbox"/> Filipino</li> <li><input type="checkbox"/> Asian Indian</li> <li><input type="checkbox"/> Hawaiian</li> <li><input type="checkbox"/> Japanese</li> <li><input type="checkbox"/> Korean</li> <li><input type="checkbox"/> Cambodian</li> <li><input type="checkbox"/> Samoan</li> <li><input type="checkbox"/> Laotian</li> <li><input type="checkbox"/> Guamanian</li> <li><input type="checkbox"/> Other API, <i>Specify</i> _____</li> </ul> <p><input type="checkbox"/> Native American or Alaskan Native Please identify name of the enrolled or principal tribe:</p> <p>_____</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Eskimo</li> <li><input type="checkbox"/> Aleut</li> </ul> <p><input type="checkbox"/> Hispanic:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Mexican</li> <li><input type="checkbox"/> Puerto Rican</li> <li><input type="checkbox"/> Chicano</li> <li><input type="checkbox"/> Cuban</li> <li><input type="checkbox"/> Other Spanish, <i>Specify</i></li> </ul> <p>_____</p>	<p>If you are more than one race, please also check "Multi-Racial" below and indicate your preference for Affirmative Action purposes.</p> <p><input type="checkbox"/> Multi-Racial, preference: _____</p> <p>2. Gender:</p> <p><input type="checkbox"/> Male</p> <p><input type="checkbox"/> Female</p> <p>3. Have you ever been on active duty in the U.S. Armed Forces?</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes, Dates: _____</p> <p><input type="checkbox"/> Vietnam Era Veteran</p> <p><input type="checkbox"/> Disabled Veteran (Percent of disability: _____%)</p> <p>4. Do you have a physical, sensory, or mental condition that substantially limits any of your major life functions, such as working, caring for yourself, doing things with your hands, seeing, hearing, speaking, learning?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p style="text-align: center;"><i>Please see definition of "disabilities" below.</i></p> <p>I certify that this information is true and accurate to the best of my knowledge.</p> <p>_____</p> <p style="display: flex; justify-content: space-between;"> <span>Date</span> <span>Signature</span> </p>
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### Diversity Definitions

**Native American or Alaskan Native:** A person with origins in any of the original peoples of North America and who maintains cultural identification through documented tribal affiliation or community recognition.

**Asian or Pacific Islander:** A person with origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. For example, China, Japan, Korea, Pakistan, the Philippine Republic, and Samoa.

**Black/African American.** A person with origins in any of the Black racial groups of Africa.

**Hispanic:** A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin regardless of race. For example, persons from Brazil, Guyana, or Surinam would be classified according to their race and would not necessarily be included in the Hispanic category. This category does not include persons from Portugal, who should be classified according to race.

**White/Caucasian:** A person with origins in any of the original peoples of Europe, North Africa, or the Middle East.

**Disabilities:** For Affirmative Action purposes, people with disabilities are persons with a permanent physical, mental, or sensory impairment which substantially limits one or more major life activities. Physical, mental, or sensory impairment means: (a) any physiological or neurological disorder or condition, cosmetic functions; or (b) any mental or psychological disorders such as mental retardation, organic brain syndrome, emotional or mental illness, or any specific learning disability. The impairment must be material rather than slight, and permanent in that it is seldom fully corrected by medical replacement, therapy or surgical means.

**Disabled veteran:** A person entitled to disability compensation under laws administered by the U.S. Department of Veteran Affairs for disability rated at 30 percent or more, or a person whose discharge or release from active duty was for a disability incurred or aggravated in the line of duty.

**Vietnam-era veteran:** A person who served on active duty for a period of more than 180 days, any part of which occurred between August 5, 1964, and May 7, 1975, and was discharged or released from duty with other than a dishonorable discharge.