

# **CAREER GUIDE FOR PERSONNEL RECRUITERS**

SOC Code: 13-1071.02

Pay Band: 4 ([Salary Structure](#))

**Standard Occupational Description:** Seek out, interview, and screen applicants to fill existing and future job openings and promote career opportunities within an organization.

**Personnel Recruiters in the Commonwealth are assigned to the following Roles in the [Administrative and Office Support](#) Career Group and [Human Resource Service](#) Career Group:**

[Administrative and Office Specialist III](#)  
[Human Resource Analyst I](#)

While Personnel Recruiters within the Commonwealth are located within the Administrative and Office Support Career Group and Human Resource Services Career Group, individuals may want to pursue other opportunities within the Commonwealth depending upon individual training, education, knowledge, skills, abilities, and interests.

Other Career Group(s) that may be of interest are:

[General Administration](#)  
[Policy Analysis and Planning](#)  
[Program Administration](#)

## **SKILLS, KNOWLEDGE, ABILITIES AND TASKS**

(Technical and Functional Expertise)

### **Skills**

**Note:** *The technical and functional skills listed below are based on general occupational qualifications for **Personnel Recruiters** commonly recognized by most employers. Typically, you will not be required to have all of the skills listed to be a successful performer. Recruitment and selection standards for an individual state job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and job description in the Employee Work Profile.*

1. Talking to others to convey information effectively.
2. Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
3. Understanding written sentences and paragraphs in work related documents.
4. Motivating, developing, and directing people as they work, identifying the best people for the job.
5. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
6. Communicating effectively in writing as appropriate for the needs of the audience.
7. Adjusting actions in relation to others' actions.
8. Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
9. Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
10. Understanding the implications of new information for both current and future problem-solving and decision-making.

11. Being aware of others' reactions and understanding why they react as they do.
12. Actively looking for ways to help people.
13. Determining how money will be spent to get the work done, and accounting for these expenditures.
14. Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
15. Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
16. Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
17. Persuading others to change their minds or behavior.
18. Managing one's own time and the time of others.
19. Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

### **Knowledge**

**Note:** *The technical and functional knowledge statements listed below are based on general occupational qualifications for **Personnel Recruiters** commonly recognized by most employers. Typically, you will not be required to have all of the knowledge listed to be a successful performer. Recruitment and selection standards for an individual state job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and job description in the Employee Work Profile.*

#### **The Knowledge of:**

1. Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
2. Human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
3. Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
4. The structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
5. Arithmetic, algebra, geometry, calculus, statistics, and their applications.
6. Principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
7. Administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
8. Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

### **Abilities**

**Note:** *The technical and functional abilities listed below are based on general occupational qualifications for **Personnel Recruiters** commonly recognized by most employers. Typically, you will not be required to have all of the abilities listed to be a successful performer. Recruitment and selection standards for an individual state job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and job description in the Employee Work Profile.*

#### **The Ability to:**

1. Listen to and understand information and ideas presented through spoken words and sentences.
2. Communicate information and ideas in speaking so others will understand.
3. Read and understand information and ideas presented in writing.
4. Speak clearly so others can understand you.
5. Communicate information and ideas in writing so others will understand.
6. Choose the right mathematical methods or formulas to solve a problem.
7. See details at close range (within a few feet of the observer).
8. Add, subtract, multiply, or divide quickly and correctly.
9. Identify and understand the speech of another person.
10. Focus on a single source of sound in the presence of other distracting sounds.
11. Come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
12. Come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
13. Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
14. Apply general rules to specific problems to produce answers that make sense.
15. Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
16. Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

## **Tasks**

**Note:** *The following is a list of sample tasks typically performed by **Personnel Recruiters**. Employees in this occupation will not necessarily perform all of the tasks listed.*

1. Arrange for interviews and provide travel arrangements as necessary.
2. Advise management on organizing, preparing, and implementing recruiting and retention programs.
3. Conduct reference and background checks on applicants.
4. Contact applicants to inform them of employment possibilities, consideration, and selection.
5. Establish and maintain relationships with hiring managers to stay abreast of current and future hiring and business needs.
6. Evaluate recruitment and selection criteria to ensure conformance to professional, statistical, and testing standards, recommending revision as needed.
7. Inform potential applicants about facilities, operations, benefits, and job or career opportunities in organizations.
8. Interview applicants to obtain information on work history, training, education, and job skills.
9. Maintain current knowledge of Equal Employment Opportunity (EEO) and affirmative action guidelines and laws, such as the Americans with Disabilities Act.
10. Perform searches for qualified candidates according to relevant job criteria, using computer databases, networking, Internet recruiting resources, cold calls, media, recruiting firms, and employee referrals.
11. Recruit applicants for open positions, arranging job fairs with college campus representatives.
12. Review and evaluate applicant qualifications or eligibility for specified licensing, according to established guidelines and designated licensing codes.
13. Screen and refer applicants to hiring personnel in the organization, making hiring recommendations when appropriate.

14. Address civic and social groups and attend conferences to disseminate information concerning possible job openings and career opportunities.
15. Advise managers and employees on staffing policies and procedures.
16. Hire applicants and authorize paperwork assigning them to positions.
17. Prepare and maintain employment records.
18. Project yearly recruitment expenditures for budgetary consideration and control.
19. Serve on selection and examination boards to evaluate applicants according to test scores, contacting promising candidates for interviews.
20. Supervise personnel clerks performing filing, typing and record-keeping duties.

## **INTERESTED?**

Like people, occupations have traits or characteristics. These characteristics give important clues about the nature of the work and work environment, and give you an opportunity to match your own personal interests to a specific occupation. When you choose a job in an occupation that matches your own interests you have taken an important step in planning a successful and rewarding career.

Jobs in this technical occupation are considered **Enterprising, Social, and Conventional**.

The work is *Enterprising* because it frequently involves starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.

The work is *Social* because it frequently involves working with, communicating with, and teaching people. These occupations often involve helping or providing service to others.

The work is *Conventional* because it frequently involves following set procedures and routines. This occupation can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.

## **LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS**

Generally this is not required for Personnel Recruiters in state government, however certification may be preferred by some employers. Check with the specific state employer regarding licensure, registration, or certification requirements. However, if you're interested in career opportunities as a Personnel Recruiter or a related field you should consider including certification and/or licensure in your self-development plan.

You may want to consider earning a certification from one of the two major HR associations in the US: the Society for Human Resource Management (SHRM) and The International Public Management Association for Human Resources (IPMA-HR).

SHRM offers two professional certifications:

1. Professional in Human Resources (PHR)
2. Senior Professional in Human Resources (SPHR)

Information regarding these two certifications is available from SHRM at: 1800 Duke Street, Alexandria, Virginia 22314 USA, (800) 283-SHRM; visit the SHRM customer service web link at [Contact SHRM](#) ; or visit the SHRM main web site at: <http://www.shrm.org/>

The IPMA-HR also offers two certifications:

1. IPMA-Certified Professional (IPMA-CP)
2. IPMA-Certified Specialist (IPMA-CS)

Information regarding these two certifications is available from IPMA-HR at: 1617 Duke Street, Alexandria, VA 22314, Phone: (703) 549-7100; visit the IPMA-HR certification web page at <http://www.ipma-hr.org/index.cfm?navid=241>; or visit the IPMA-HR main web site at: <http://www.ipma-hr.org>.

## **EDUCATIONAL, TRAINING, AND LEARNING OPPORTUNITIES**

Previous work-related skill, knowledge, or experience is required for this occupation. Employees in this occupation usually need one or two years of training involving both on-the-job experience and informal training with experienced workers. This occupation usually involves using communication and organizational skills to coordinate, supervise, manage, or train others to accomplish goals. It usually requires training in a vocational school or related on-the-job experience. An associate's or bachelor's degree is usually preferred by employers.

Sources of educational, training, and learning opportunities include:

1. College/University coursework or degree.
2. The Virginia Community College System, <http://www.vccs.edu/>
3. Join professional organizations such as the Society for Human Resource Management, <http://www.shrm.org/> or the International Public Management Association for Human Resources <http://www.ipma-hr.org>.
4. Explore the professional development opportunities offered through the Human Resource Institute of the Virginia Department of Human Resource Management, <http://www.dpt.state.va.us/training/hri/hri.html>
5. On-the-job training.
6. Certification programs from the Society for Human Resource Management, <http://www.shrm.org/> or International Public Management Association for Human Resources <http://www.ipma-hr.org>.

## **COMMONWEALTH COMPETENCIES**

Competencies are a set of identified behaviors, knowledge, skills, and abilities that directly and positively impact the success of employees and the organization. Competencies can be observed and measured. When consistently demonstrated, competencies make employees particularly effective in their work. Competencies help lay out a road map to career success. You can use the Commonwealth Competencies to help improve your individual performance by adopting behaviors that make high performing employees successful in their jobs. In this way, you can use the Commonwealth Competencies for your further professional development.

**The Commonwealth Competencies are:**

1. Technical and Functional Expertise
2. Understanding the Business
3. Achieving Results
4. Serving the Customer
5. Teamwork

6. Interpersonal and Communication Skills
7. Leadership and Personal Effectiveness

The above competencies may be applied to employees throughout the Commonwealth of Virginia. They can be rank-ordered by agencies and hiring managers to represent the needs of a specific job. The rank ordering will change depending upon the occupation, an organization's priorities, the actual job requirements, and the supervisor's preferences.

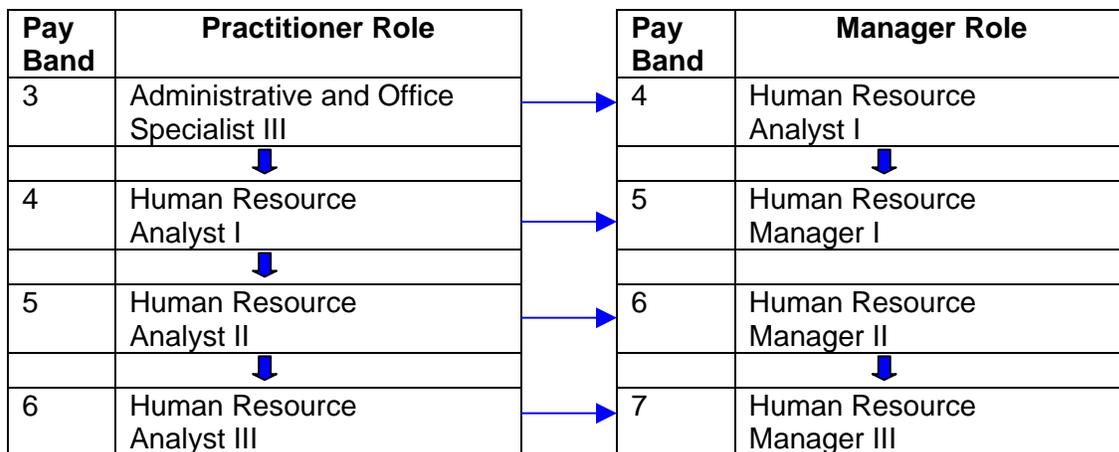
Career success is both about what you do (applying your technical knowledge, skills, and ability) and how you do it (the consistent behaviors you demonstrate and choose to use) while interacting and communicating with others. Hopefully, by studying the Commonwealth competencies, identifying your developmental opportunities, and working to refine your own competence, you can take charge of your career!

For additional information about the **Commonwealth Competencies** go to: [http://jobs.state.va.us/cc\\_planningctr.htm](http://jobs.state.va.us/cc_planningctr.htm). For the competencies, we first list the competencies and then define each. Finally, we list competency indicators; to describe what successful performance looks like.

## **COMMONWEALTH CAREER PATH**

Career opportunities in the Commonwealth are not limited to moving “up” to the next highest role and pay band, changing positions, or to becoming a supervisor. That’s because most roles describe a broad group of occupationally related positions that perform a range of work that requires increased knowledge and skills. For that reason, Commonwealth roles describe the career paths within the same or higher-level role for the same or different Career Group. The broad salary range and the Commonwealth’s pay practices provide flexibility in recognizing career development and advancement. ([Salary Structure](#))

For example:



### **Sample Career Path**

#### **Administrative and Office Specialist III**

The Administrative and Office Specialist III role provides career tracks for operational and administrative support specialists, such as fiscal technicians, human resource assistants, claims

technicians, medical records technicians, procurement technicians, licensing specialists, customer services representatives, executive secretaries, administrative assistants, office supervisors, and facilities coordinators. Duties range from journey-level to supervisory level and may include compliance assurance, report writing, reconciliation of information or financial data, records management, scheduling, claims review and processing, data collection and analysis, research, inventory, budget management, personnel administration, and funds collections or expenditures.

### **Human Resource Analyst I**

This role provides a career track for the human resource professional performing entry- to journey-level technical and consultative services in one or more functional areas of human resource management. These duties may include conducting recruitment and selection processes; employment and career counseling; analyzing issues and data for the purpose of resolving classification, compensation, performance and organizational assessment issues; facilitating the resolution of internal and external human relations issues and employee grievances; conducting investigations into allegations of discrimination or harassment and making recommendations based on findings; administering workers' compensation and/or employee benefits programs, approving employee transactions for payroll processing, and providing policy guidance and information to management and employees.

### **Human Resource Analyst II**

This Human Resource Analyst II role provides a career track for the human resource professional performing advanced-level responsibilities or supervision of one or more functional areas of human resource management. These duties may include consulting with agency management on issues related to staffing, policy compliance and organizational development/management, resolving complex issues; internal and external human relations; counseling employees and managers in the resolution of work-related problems and disputes; investigating/analyzing legal issues and processes; and conducting human resource management training and development. These employees may serve as a lead or subject matter expert, develop policy, and interpret program regulations.

### **Human Resource Analyst III**

The Human Resource Analyst III role provides a career track for the human resource professional who serve as consultants in a centralized human resource management office. These employees provide technical guidance to professional level staff involved in compensation management, employment, workers' compensation, health benefits and EEO programs, and are also consulted on complex, sensitive or unprecedented human resource policy and procedural issues.

### **Human Resource Manager I**

The Human Resource Manager I role is the career track for first level managerial employees involved in the planning, implementation and management of one or more specialty areas or serves as a single charge position. These employees consult with agency management on issues related to staffing, policy compliance and organizational development/management as well as direct the work of paraprofessional and professional staff. These employees formulate goals and objectives to support the organization's mission.

### **Human Resource Manager II**

The Human Resource Manager II role is the career track for managers who manage one or more major human resource functional areas of significant complexity to director-level positions that require either a broad range of human resource knowledge or extensive knowledge in a

human resource functional area. Employees may direct a major human resource program of considerable complexity and diversity in agencies with a diverse workforce that may include classified, faculty, exempt, many types of occupations and/or geographically dispersed field offices. Employees may manage/administer a major human resource program at the state level.

### **Human Resource Manager III**

The Human Resource Manager III role provides a career track for executive-level employees, who are responsible for providing comprehensive leadership and direction to other managers, geographically dispersed programs, multiple state agencies or programs, and/or highly complex statewide human resource management programs. These employees provide consultation to other agencies or sub-agencies that may have professional human resource staff. Employees may be responsible for developing and implementing policies and procedures that impact state, regional and/or local government entities. Duties include directing, organizing, and managing a diverse professional, technical and support staff responsible for the administration or provision of services related to human resource functional areas; and serving as a senior advisor to agency head(s) on human resource matters. Employees may also be expected to proactively identify opportunities to integrate human resource management programs and policies with the direction, vision and goals of the Commonwealth.

### **ADDITIONAL OCCUPATIONAL INFORMATION CAN BE FOUND AT:**

O\*NET (Occupational Information Network)

<http://online.onetcenter.org/>

Virginia Employment Commission

<http://www.alex.vec.state.va.us/>

Career One Stop

<http://www.careeronestop.org/>

Virginia Career Resource Network

<http://www.vacrn.net/>