

Class Concept

Work in this class involves researching, collecting, analyzing, developing, and disseminating occupational information which has nationwide application and usage; or involves providing technical assistance to employers, unions, educational and training institutions, government agencies and community groups in resolving personnel problems related to recruitment selection, development, utilization, and stabilization of work forces. Position verifies occupational titles and determines new titles for the Dictionary of Occupational Titles now housed in O'Net. Position reviews occupational data submitted from other states for quality control. (North Carolina is the repository for all occupational data to be included in the Dictionary of Occupational Titles.) Position validates tests based on required employee skills and aptitudes. Position provides training in techniques of job analysis and job restructuring, use of employment service tests, and the O'Net.

Work includes studies of workplaces to verify existing title in O'Net and to determine new classifications; writing composite job definitions and ensuring the quality control of all data pertinent to the Dictionary of Occupational Titles; as well as provides technical assistance to employees and local employment offices on personnel and organizational problems, and consultation on design of job content, analysis of job relationships, labor market information, and job restructuring.

Recruitment Standards

Knowledge, Skills, Abilities

- Working knowledge of personnel research methods applied in job analysis, job enrichment, and job evaluation.
- Working knowledge of the organization, operation, and objectives of the Division of Workforce Solutions. Working knowledge of principles and practices of industrial organization management and personnel management.
- Ability to analyze data, needs, and resources, draw valid conclusions, and recommend effective action. Ability to communicate effectively with management, supervisory, and employee groups.
- Ability to express oneself clearly and concisely in oral and written form.
- Ability to establish and maintain effective working relationships.

Minimum Training and Experience Requirements

Bachelor's degree from an appropriately accredited institution in a major in industrial psychology, business administration, personnel management, economics, or industrial engineering, and two years of experience in employment service work or closely related field; or an equivalent combination of education and experience.