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GENERAL PROFESSIONAL SERIES

**Series Definition**

Positions in this series perform and/or supervise a variety of professional work activities in support of an agency's program, e.g., providing direct services to the public; independently conducting studies, performing research and analyses to identify and recommend appropriate courses of action; planning, developing, coordinating and evaluating activities and/or programs; developing program policies, standards and guidelines; and performing professional administrative support activities.

Excluded from this series are positions which involve professional work identified with occupations currently established in other specifications where the nature of the paramount qualification requirements and/or the primary emphasis of the work requires knowledge in a specific or specialized occupational field such as engineering, social work, budget evaluation and analysis, management and organizational analysis, etc. Such positions should be classified in the appropriate specialized series.

**THIS SERIES IS TO BE USED AT THE DISCRETION OF THE DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT. IT WILL BE USED PRIMARILY TO FACILITATE EXPEDITIOUS CLASSIFICATION OF POSITIONS IN CASES WHERE AN APPROPRIATE CLASS OF WORK DOES NOT EXIST AND THE ESTABLISHMENT OF A NEW CLASS IS NOT IMMEDIATELY FEASIBLE.**

**ALLOCATION OF POSITIONS TO THIS SERIES IS RESERVED BY THE DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT. DEPARTMENTS ARE NOT AUTHORIZED TO TAKE DELEGATED ACTION TO CLASSIFY POSITIONS INTO THIS SERIES.**

**Distinguishing Factors**

Classes in this series are distinguished from each other by differences in:

1. The complexity of work in terms of the nature, variety, and difficulty of work assignments; scope and level of responsibility; and the impact of the work on others or on program operations;
2. The breadth of knowledge and abilities required to perform the work;
3. The nature and scope of recommendations, decisions and commitments;

4. Available guidelines;
5. The nature and degree of supervision received; and
6. The nature and degree of supervision exercised over subordinate positions, the scope of supervisory control exercised over subordinate positions and the size and complexity of the organization supervised.

### **Class Distinctions**

**LEVEL III:** Independently performs moderately complex professional work which involves performing research and analysis in order to identify problems and recommend appropriate solutions in accordance with established policies, procedures, standards, guidelines, techniques and methods.

- Analysis and interpretations are limited in scope because of defined parameters of the work assignment.
- Recommended solutions are straightforward and frequently based on established/related precedents.
- Personal contacts are made within and outside the work unit to obtain or provide routine, factual information.
- Work is performed under general supervision according to established policies, procedures, techniques and methods.

*Reference Classes: Accountant III, Human Services Professional III, Program Specialist III.*

**LEVEL IV:** Independently performs complex professional work which involves considerable research and analysis of a variety of issues, identification of various options and recommendation of the most viable solution.

- Assignments typically require the analysis and understanding of various factors, conditions, processes, functions, etc., in order to formulate a feasible solution/work product.
- Controlling precedents, policies, procedures and decisions are not immediately apparent to problems being analyzed.
- Decisions regarding what needs to be done require the assessment of

- unusual circumstances, variations in approach and/or adaptation of methods or criteria, and reconciliation of incomplete or conflicting data.
- The work requires interpretation of considerable data, making decisions on work plans and approaches and refinement/customization of the methods and techniques to be used.
- Personal contacts vary from routine to providing and securing information on matters or problems of non-recurring nature; and explaining or interpreting facts pertaining to policies, methods, program plans or individual actions.
- May supervise and/or provide guidance to lower level workers.

*Reference Classes: Accountant IV, Human Services Professional IV, Program Specialist IV.*

LEVEL V: Independently performs highly complex professional work; supervises a staff of professional workers at the SR-22 level; serves as a project or team leader (e.g., initiates and completes highly complex projects, coordinates and directs a team of lower level professional workers, ensures accuracy and timely completion of work); or serves as a senior specialist requiring specialized technical knowledge in a particular subject matter area.

- The work includes varied duties requiring many different and unrelated processes and methods that are applied to a broad range of activities, or substantial depth of analysis.
- Decision making is difficult and involves reconciling major issues, e.g., uncertainty in approach, methodology, or interpretation and evaluation processes that result from events such as continuing and frequent changes in program, technological developments, unknown phenomena, or conflicting requirements.
- The work requires originating new techniques and/or standards.

*Reference Classes: Accountant V, Human Services Professional V, Program Specialist V.*

LEVEL VI: Plans, supervises and coordinates a staff of professional workers at the SR-24 level or supervises staff through subordinate supervisors at the SR-24 level; or serves as a technical expert in a highly specialized area and functions as the top-level contributor essential to the development

and direction of unprecedented initiatives having significant impact on all/most Executive Branch departments and which typically involves the application of state-of-the-art and/or 'cutting edge' ideas, concepts, technology and/or issues.

*Reference Classes: Program Specialist VI, Human Services Professional VI, Entomologist VI, Economic Development Specialist VI.*

**LEVEL VII:** Plans, directs and supervises a major program or functional area of such scope and complexity to require oversight of staff through subordinate supervisors at the SR-26 level.

*Reference Classes: Human Services Professional VII, Economic Development Specialist VII.*

**Examples of Duties:** *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. This does not preclude the assignment of duties which are not listed. The scope and level of complexity of assigned duties are commensurate with the scope and level of complexity of work reflected in each class.)*

1. Gathers, analyzes, interprets and evaluates data, reports and other materials.
2. Identifies and analyzes problems, causal factors, ramifications and alternative solutions and recommends appropriate actions.
3. Prepares reports of findings and recommendations, correspondence and other written communication.
4. Provides technical assistance, consultation and interpretation of program rules, policies, requirements, procedures, etc., to agency staff, the public, and others.
5. Conducts studies to evaluate program operations and activities to ensure program objectives and State, federal and other requirements are being met. Takes corrective action and/or makes improvement as appropriate.
6. Prepares and/or assists others in preparing grant applications and supporting documentation; monitors State and federally funded grant-aided agencies to ensure that operations, activities and services are in compliance with regulations/requirements.
7. Develops and/or conducts training programs for staff and/or others on new or revised methods and techniques, program policies, procedures, activities, functions, etc.

8. Speaks with individuals and before groups to elicit, promote or provide information, or coordinate program activities and objectives.
9. Performs professional administrative support work (e.g., budget preparation and justification, legislative proposal and testimony preparation, contract compliance monitoring, etc.).
10. Supervises the work of others: plans, schedules, assigns, reviews and evaluates their work; approves/disapproves leave requests and personnel actions; provides counseling and discipline as necessary.
11. Interviews and recommends selection of new employees; provides orientation and staff development.

**Competencies Required:** *(The competencies required to effectively perform the key duties of these classes are indicated in the following table. The degree of each competency required is commensurate with the scope and level of complexity of the duties and responsibilities that are reflected in each class.)*

*“P” indicates a prerequisite competency, which must be brought to the job.  
 “A” indicates a competency that is required for full performance that may be acquired on the job, within the probationary period.*

COMPETENCIES	GENERAL PROFESSIONAL	
	III	IV, V, VI & VII
READING: Understand and interpret complex written material, including laws, rules, regulations and policies.	P	P
WRITING: Use correct English grammar, punctuation and spelling; communicate information in a succinct and organized manner; produce written information that is appropriate for the intended audience.	P	P
ORAL COMMUNICATION: Express information to individuals and groups effectively, taking into account the audience and nature of the information.	P	P
DECISION MAKING: Make sound, well-informed and objective decisions; perceive the impact and implications of decisions.	P	P
PROBLEM SOLVING: Identify problems; analyze problems logically and systematically; determine accuracy and relevance of information; use sound judgment to generate and evaluate alternatives and to make recommendations.	P	P

COMPETENCIES	GENERAL PROFESSIONAL	
	III	IV, V, VI & VII
REASONING: Identify rules, principles or relationships that explain facts, data or other information; analyze information, make correct inferences and draw accurate conclusions.	P	P
INFORMATION MANAGEMENT: Identify a need for and gather information from appropriate sources; organize information to facilitate analysis and decision making.	P	P
INTERPERSONAL SKILLS: Deal effectively with others; establish and maintain effective working relationships with others; treat others with courtesy and tact.	P	P
TECHNICAL COMPETENCE: Understand and apply pertinent principles, practices, methods and techniques.	P	P
ORGANIZATIONAL AWARENESS: Understand and apply pertinent laws, rules, policies and procedures.	A	A
SUPERVISORY SKILLS: Plan, assign, direct, and evaluate the work of others; provide counseling and discipline as necessary.	N/A	*

\*Required (P) for positions with supervisory responsibility.

**MINIMUM QUALIFICATION REQUIREMENTS**

**Basic Education Requirement**

Graduation from an accredited four (4) year college or university with a bachelor's degree.

Excess work experience as described under Experience Requirements, below, or any other responsible administrative, professional or analytical work experience which provided knowledge, skills and abilities comparable to those acquired in four (4) years of successful study while completing a college or university curriculum leading to a baccalaureate degree may be substituted on a year-for-year basis. To be acceptable, the experience must have been of such scope, level and quality as to assure the possession of comparable knowledge, skills and abilities.

The education or experience background must also demonstrate the ability to write clear and comprehensive reports and other documents; read and interpret complex written material; and solve complex problems logically and systematically.

**Experience Requirements:** Except for the substitutions provided for in this specification, applicants must have had responsible experience of the kind, quality and quantity described in the statements below, or any equivalent combination of training and experience:

**General Experience:** One (1) year of responsible professional work experience which required a high degree of analytical skill. Such experience must have involved gathering, evaluating and analyzing facts and other pertinent information required to resolve problems and/or to determine and recommend appropriate courses of action; demonstrated the ability to elicit information orally and in writing; reading, comprehending, interpreting and evaluating technical subjects, analysis or proposals; and applying problem solving methods and techniques, such as defining and analyzing problems, identifying alternative courses of action, using judgment in determining appropriate alternatives; and preparing clear and concise written reports and recommendations for action.

For the classes General Professional IV and V, the experience must have been comparable to the next lower level in the State service and must have provided the knowledge, skills and abilities required to perform the duties and responsibilities of the position to be filled (see Selective Certification).

For the classes General Professional VI and VII, the experience must have been comparable to the IV level or higher in the State service and must have provided the knowledge, skills and abilities required to perform the duties and responsibilities of the position to be filled (see Selective Certification).

**Supervisory Experience:** Positions with supervisory responsibility at the VI and VII levels require one (1) year of supervisory work experience which included: 1) planning, organizing, scheduling, and directing the work of others; 2) assigning and reviewing their work; 3) advising them on difficult work problems; 4) training and developing subordinates; and 5) evaluating their work performance, and disciplining them when necessary.

**Supervisory Aptitude:** Positions with supervisory responsibility at the IV and V levels require supervisory aptitude. Supervisory aptitude is the demonstration of aptitude or potential for the performance of supervisory duties through successful completion of regular or special assignments which involve some supervisory responsibilities or aspects of supervision, e.g., by serving as a group or team leader; or by the completion of training courses in supervision accompanied by application of

supervisory skills in work assignments; and/or by favorable appraisals by a supervisor indicating the possession of supervisory potential.

**Substitution Allowed**

Applicants who possess a master's degree from an accredited college or university will be deemed to meet the minimum qualification requirements for the class General Professional III.

**Quality of Experience**

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

**Selective Certification**

The specialized knowledge, skills and abilities required to perform the duties of positions at the IV, V, VI and VII levels must be specified. For such positions, Selective Certification Requirements may be established and certification will be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

**Tests**

Applicants may be required to qualify on an appropriate examination.

**Physical and Medical Requirements**

Applicants must be able to perform the essential duties and responsibilities of the position effectively and safely, with or without reasonable accommodation.

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This is an amendment to the specifications for the classes GENERAL PROFESSIONAL III, IV, V, VI, and VII, which were approved on October 13, 2006.

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