

# Resource Management in The Public Sector

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## Introduction

Human Resource Management is an art and a science that entails maximizing employee's performance within an organization. By focusing on policies systems, it is mainly concerned with the administrative function of the organization such as recruitment and selection of employees, training development, employee safety, welfare among so many other staff issues.

A research carried out by Career Balance found out that medium annual income for Human Resource Managers is above the national average. Henceforth this means that a career in this fast growing sector is very lucrative with good benefits and jobs assurance, not forgetting the administrative skills one learns along the way. Furthermore with organization sprouting everyday across the globe, the need for people who know how to organize, administrate and guide staff has never been higher. The following are some of the careers, a passionate human resource student can land.

## Human Resource Manager

The HR manager is responsible for planning, directing and coordinating all the human resources. Their importance in an organization cannot be underestimated since all organization want to attract, maintain and motivate their best employees plus making sure the job positions they have been assigned suits them. As a result, a Human resource manager is delegated with the task of overseeing all the employees' recruitment, their regulations, as well as checking on their benefits packages, payrolls and training. They do this by working along with departments specialists. Furthermore, they ensure human resource is being optimized in such a way that tasks assigned are completed in time. These Manager also consult the top organizations executives and boards, in regarding to strategic planning of the organization. For example, by assessing the productivity of workers, they can make some recommendations to the top management to on how to maximize the human resources value and ensuring their efficiency as much as possible. By doing so, he enhances that the employees will be focused and will do things that will be beneficial to the company.

The HR manager is also in charge of identifying management problems in the organization and finding ways to resolve them through effective human resource use. Many organization fail when they tend to ignore internal or external problems that may affect its future. This manager by coordinating with the lower specialists, he can learn about internal conflicts among the workers, oppressive leaders, disgruntled employees or environs that may have an adverse effect on the employee output. He finds way to resolve these conflicts before they spew out in uncontrollable ways.

He protects the employee from oppressive managers in his department or even in the other department. He does this by making sure that managers and team leaders do not over use their power and oppress the

employees. This includes things such as employees being overworked, office mistreatment, and unfairness among other issues.

He is also in charge of providing or approving the necessary tools and methods that will enhance and foster employees innovations, like recreational facilities, vacations, equipment's and software's.

### **Recruitment, Employment and Placement Specialists.**

Commonly referred to as recruiters, their work entails finding the most promising job applicants and placing them. In some organizations, they do talent locations by attending job fairs as well as college career fairs where they have a chance of meeting potential workers. The most important quality that these specialist should have is understanding of human psychology as well as being sociable and eloquent, which is very essential when it comes to them screening, interviewing and testing the applicants. In so doing, they also check references plus extending job offers. Since they fill any open positions within an organization, they are expected to follow its internal hiring protocols as well as complying with all states and federal rules regarding thing such as minimum working age, discrimination among other issues.

They're the one who write job advertisement, and after screening the applicants, they make hiring recommendations to the managers on the best applicants.

A bachelor degrees in psychology or business management is preferred in this category. According to a research done by Paycale, their earnings can range from \$30,000 up to \$70,500 per year depending on the company they are working for.

### **Labour and Employee Specialist**

Their chief work entails preparing materials and information that the management can use during collective bargaining process. By applying vast knowledge on things such as economics, wage data, labour laws, they are able to interpret and design contracts in respect to employees grievances on things such as benefits salaries and pensions. Thus their work entails promoting effective and promotional relationship between an organization and its employees. This is done in order to maintain positive relationship between the two parties, in order to prevent decreased morale among employees resulting to reduced productivity. This includes mediating contract negotiations.

Furthermore, the labour and relation specialists are also responsible for labour policies development, negotiating during collective bargaining agreements with labour unions. Also, they advise and educate the staff workers on importance of complying with the contract as well as developing new union contracts for the organization use.

By implementing industrial and labour programs in accordance with union's negotiated contracts, there is reduced litigations within the company employees. They does this by serving as a mediator between disgruntled employees and management internally. This has been in response to a move whereby many companies are avoiding litigations.

### **Human Resource Information System Analyst.**

A HRIS analyst is an individual who is charge of all the information systems and networks in the HR department. He does this by working with the HR teams, finding the best ways to make use of new programmers and software's for efficient running of the organization. These are Programs such as SQL Server, People Soft and SharePoint that ease the way staff workers do and share their works in the organization... Roles includes designing and maintaining employees data base, scheduling software's that

manage payroll, employee records, time off, benefits and automated work schedules. A bachelor degrees in Information System and technology is usually recommended for this post. However, his role is a non-supervisory one, in that he is not in charge of people. With a salary ranging from \$47,609 up to \$ 117,210, they can also move up the ladder of the hierarchy getting roles such as Human Resource Managers or senior business analysts.

### **Training and Development Specialists**

They work entails planning, conducting and administering programs that train employees with the goal of increasing their skills and knowledge. This is mainly done to enhance maximum productivity of employees and ensuring that employees are up to par with modern trends in work place such as use of technology, new skill among many others.

Their work entails henceforth keeping up with developments in their areas of expertise by reading books, magazines and informative materials. Also they asses the training needs of the employees through surveys, interviews, use of focus groups as well as consulting with managers and employees. When they find information that will be very crucial for the organization, they present it to the human resource managers or executives for their approval.

With an approval they are given the power to develop the training manuals, preparing course materials such as hand outs and designing the training schedules for the staff workers. They also seek the training participants such as invited speakers and professionals in the training program.

During training, they monitor as well as record the training activities to gauge the effectiveness of the program.

Business administration or management graduates are the most preferred for this category. The salaries range from \$37,147 to \$ 77,522 in the United States according to Payscale.

### **Compensation and Benefits Managers**

Their work entails developing, implementing and administering company rewards to its employees with benefits that include salaries, bonuses, life insurance and medical packages. Commonly known as payroll managers or rewards managers, they hold the purse strings.

They are responsible for collecting gross and net remuneration packages data offered to other organization employees across the country. Since salaries and the benefit packages are very vital when enticing new employees, they also conduct research on what their direct competitors are offering in order to have a competitive advantage when getting new employees. He can come up furthermore with recommendations to the senior management on how they can tweak and improve the organizations compensation package in favor of the staff.

The manager also ensures that the company's renovation packages and benefits comply with the regulations requirement such as tax and minimum salaries. They also ensure that there is farness in rewarding the packages in that they match the employee's expectations and responsibilities. Overall, they are the one in charge of the payroll, hence can determine pay days, pay rates, complains and other benefits packages as they have been delegated that part by the senior management.

With a median pay of \$111,450, per year, they are very well paid. A research done by BLS found out that about 1 in 3 of them worked more than 40 hours per week. The entry level requirement for such a role is only a bachelor degrees preferably in resource management.

**Employee Assistance Plan Managers**

Also called welfare managers, these professionals are in charge of programmes that enhance the safety and health of the employees as well as improving their work life balance. They assist the employees with non-work related needs such as child care services, physical fitness activities, carpooling systems, medical examinations, food and recreational activities as well as elder-care services. A very vital role, modern companies have seen the need to have their employees life work balance so as to maximize their productivity as well as holding onto the best talents without fear that they may be having other non-work related issues bothering them.

One of the major tasks of EAP manager is listening to the employee's feedback and opinions on their jobs, their managers as well as their employers. This can be done by use of suggestion boxes also to maintain anonymity. With such feedback, they can come up with ways to improve office atmosphere, alter the structure of office leading styles in such a way that there is increased employee response. This is ever important in order to reduce high employee turnover.

EAP specialists are also trained to provide basic health services and first aid in organizations to respond to emergencies from administering NSAID to employees as well as providing CPR. In an unpredictable world where even 911 response may not be assured, employees continue to have a peace of mind as they work knowing they have a full aided professional who can respond to emergencies.

The EAP specialists are dedicated to make sure that an organization employees have an easy time leaving home and coming to work. They may ensure that such employees get pre-tax incentives, transport allowances and carpooling directories in order to afford cost of transit to the work place. They also understands that employees have children and parents that must be well taken care off. The specialists can step in to ease the employee hassles such as networking with day care where employee's children can be taken care of as well as getting highly rated elder care services for their parents. This helps ease the employee's level of worry on some certain issues.

**Risk management Specialists.**

Their roles entail advising the organization on any impending risks that may halt the productivity of the staff works after an analysis and identification of the potential harm. It's worth noting that effective risk management would require a timely internal communication for it to be considered that it is of value to all parties concerned.

The harms in human resource may include physical injury, property loss or even a damage to the reputation of the organization as a result of employees.

A risk officer also implements all aspects of risks including processes and tools that are used to identify risks, assess and measure its level of harm to the organization operations. After this monitoring he is supposed to report the said risks to the executives or the managers so that steps can be taken to prevent or handle the risk. As a result he is responsible for end to end security of the resources within the organization

**Administration Managers**

His chief job is to oversee support operations in an organization by ensuring there is an effective flow of information as well as efficient distribution of resource in the organization. Henceforth, they should be detail oriented and well organized in such a way that they can run day to day operations of an organizations with their analytical skills. Being an ever constant changing world, they are expected to keep up to date with modern organization trends.

Furthermore, they can add more value to the organisation by choosing to challenge the effectiveness of some established procedures which can be out dated. As a result he is expected to offer alternative solutions.

### **Conclusion**

From the above analysis, it's worth noting how human resource specialists and managers are very vital for an organizational success. This is brought by the fact that Human Resource management is very crucial in that it harmonizes all organization processes by ensuring the primary work force i.e. human resource is well recruited, staffed, protected and coordinated in such a way that they will be of optimal productivity to the company ensuring continued success as a result of satisfaction.

Furthermore, the jobs in this field are very lucrative in that the salaries paid to these specialist are very good as compared to other jobs. This is considering most of these specialist work an average of 40hrs per week, which is very fair and can enable them to have a perfect work life balance.

Finally, a career in human resource management teaches a person sharp leadership and analytical skills since they are dealing directly with people ranging from the specialists who recruit and identify new talents, the training and development specialists who are always instilling new skills and lessons to the employees; to the risk managers who are identifying risks and advising employees on prevention. These skills which most of them learn during the job gives them an advantage of being promoted vertically in the hierarchy, bargaining for better contracts or even pursuing other ventures with the leadership skills they acquire. Henceforth, this is a very promising career line for anyone who is really passionate dealing with people, listening to them, studying them and also being empathetic when dealing with them be it in recruitment, workplace or even during training. It's also a fast growing job market since organizations are sprouting up across the world at a high rate currently, needing more human management resource staff

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