

# HUMAN RESOURCES MANAGER

Approved: July 2016

FLSA: Exempt

Unit: Unrepresented Management



<b>Definition</b>
Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff providing difficult and complex support to the City's human resources programs; areas of responsibility include recruitment and selection, training, classification and compensation, labor relations, equal employment and related functions; administers short and long-range human resources services planning activities; manages the effective use of assigned resources to improve organizational productivity and customer service; provides complex and responsible support to the Assistant City Manager/Administrative Services Director in areas of expertise; and performs related work as required.
<b>Supervision received and exercised</b>
Receives general direction from the Assistant City Manager/Administrative Services Director. Exercises supervision over professional, technical and clerical support staff.
<b>Class characteristics</b>
This is a management classification that manages the programs, projects, operations, and services of the Human Resources Division including recruitment and selection, training, classification and compensation, labor relations, equal employment and related functions. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and operations of assigned functional areas. Successful performance of the work requires an extensive professional background in human resources as well as skill in coordinating work with other City divisions, departments, and public agencies. This class is distinguished from the Assistant City Manager/Administrative Services Director in that the latter has overall responsibility for all administrative services programs, functions, and activities, and for developing, implementing, and interpreting public policy.
<b>Examples of typical job functions (illustrative only)</b>
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. <ul style="list-style-type: none"><li>• Plans, manages, and oversees the daily functions, operations, and activities of the Human Resources Division.</li><li>• Participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.</li><li>• Participates in the development, administration, and oversight of the division's budget.</li><li>• Develops and standardizes procedures and methods to improve and continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends changes to management.</li><li>• Develops and implements adopted human resources services strategic plans, policies, and standards.</li><li>• Participates in the selection of, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures.</li><li>• Tracks all disciplinary actions and ensures adherence to the City's disciplinary process through education and coaching for supervisors and managers; manages formal disciplinary actions to ensure compliance with mandated rules, regulations and laws.</li><li>• Manages the City's labor relations function; serves as chief labor negotiator in contract negotiations; administers labor contracts; prepares responses to complaints filed with the DFEH and EEOC as well as Unfair Labor Practice charges with PERB; processes grievances, drafts responses and negotiates settlements; confers with City management regarding major human resource, equal employment, or employee relations activities or problems.</li><li>• Guides preparation of responses to Public Records Act requests.</li><li>• Directs recruitment and selection activities for permanent and temporary City staff; oversees promotions throughout the City; directs the City's equal employment process for protected groups.</li><li>• Administers Workers' Compensation program; evaluates return-to-work options; ensures ADA/FEHA compliance.</li><li>• Acts as City's Safety Officer, ensures implementation and compliance of the City's Safety Program.</li><li>• Directs comprehensive classification, job evaluation, compensation and benefits administration activities.</li><li>• Directs programs of employee training and development to ensure a well-trained and effective workforce.</li></ul>

- Ensures the maintenance and security of personnel records.
- Oversees the development of consultant requests for proposals and qualifications for professional services; evaluates proposals and recommends project award; develops, negotiates, and reviews contract terms and amendments; ensures contractor compliance with City and department standards and specifications and time and budget estimates; reviews and updates deliverables; analyzes and resolves complex problems that may arise.
- Provides highly complex staff assistance to the Assistant City Manager/Administrative Services Director; conducts a variety of organizational and operational studies, special projects, and investigations; prepares and presents staff reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in human resources; monitors changes in regulations that may affect human resources operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and inquiries in a professional manner; identifies and reports findings and takes necessary corrective action.
- Performs other duties as assigned.

### Qualifications

#### Knowledge of

- Administrative principles and practices, including goalsetting, program development, implementation, and evaluation, and budget and contract development and administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Organization and management practices as applied to the development, analysis, and evaluation of human resource programs, policies, and operational needs.
- Principles, practices and techniques of public human resources administration, including recruitment and selection, equal employment, classification, compensation, benefits and workers compensation administration, and employee training and development.
- Principles and practices of labor relations and collective bargaining in the public agency setting, including effective negotiating techniques.
- Techniques for investigating, analyzing, and resolving employee grievances.
- Health and welfare benefits administration including cost structure of employee benefits.
- Principles and practices to be applied in promoting equal employment opportunity and diversity.
- Practices of researching issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- General principles of risk management related to the functions of the assigned area.
- Recent and on-going developments, current literature, and sources of information related to assigned programs and services.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern office practices, methods, and computer equipment and specialized software programs relevant to work performed.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies and various business, professional, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

#### Ability to

- Recommend and implement goals, objectives, and practices for providing effective human resources programs, projects, and services.
- Organize, manage, implement, and maintain efficient and effective human resources programs.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.

- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Present complex information orally and in writing in an easy-to-understand way for employees, community groups and decision makers.
- Conduct negotiations and effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Interpret and apply complex laws and regulations, and establish, foster, and maintain cooperative and effective working relationships with those contacted in the course of work, both inside and outside the organization, including public "stakeholder" groups;
- Work in a team atmosphere and participate on a variety of departmental and City-wide committees to enhance the provision of all City services.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Ensure the establishment and maintenance a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software programs relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

#### **Education and experience**

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to graduation from an accredited four-year college or university with major coursework in human resources management, industrial relations, public administration, business administration or a related field
- Five (5) years of progressively responsible human resources program professional support experience including three (3) years of lead or supervisory experience.

#### **Licenses and certifications**

- Possession of, or ability to obtain, a valid California Driver License by time of appointment.

#### **Physical demands**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

#### **Environmental elements**

Employees work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.