



April 2019  
FLSA: Exempt

## HUMAN RESOURCES MANAGER

### **DEFINITION**

Under general direction, plans, directs, and organizes all phases of the City's centralized human resources program including labor relations, recruitment and selection, classification and compensation, employee benefits, workers' compensation, safety, training, and employee relations; coordinates assigned activities with other City departments, officials, outside agencies, and the public; fosters cooperative working relationships among City departments and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to the City Manager in areas of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Administrative Services Director. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over technical and administrative support staff.

### **DISTINGUISHING CHARACTERISTICS**

This is a management classification that oversees, directs, and participates in all activities of the Human Resources Department, including short- and long-term planning and development and administration of departmental policies, procedures, and services. This class provides assistance to the Administrative Services Director and the City Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy and municipal functions and activities, including the role of an elected City Council, and the ability to develop, oversee, and implement projects and programs in a variety of areas. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering City goals and objectives within general policy guidelines.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*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.*

- Assumes management responsibility for all Human Resources programs, services, and activities, including risk management, occupational safety, worker's compensation, recruitment and selection, employee benefits administration, job analysis and classification, compensation, employee and labor relations, labor negotiations, employee training and development, and general human resources administration.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within City policy, appropriate budget, service, and staffing levels.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary; provides data necessary for the City's cost allocation plan.

- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and City needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Manages a centralized recruitment and selection process that complies with all federal, state, and local laws and regulations; conducts interactive meetings with candidates requesting accommodation (ADA) in the testing process; oversees the selection process for new employees.
- Manages the City's training program, including new employee orientation, mandated training, health and safety training, and supervisory training; maintains training records and implement new training delivery methods and training programs.
- Administers the City's performance evaluation program, grievance procedure, and equal employment opportunity program.
- Manages the meet and confer process with employee representatives; participates in the development of the City's position with respect to the meet and confer process; prepares and reviews contract language; and prepares handouts and agendas for City Council closed session meetings.
- Manages the classification and pay plan including conducting classification reviews, salary and benefit studies, and preparing job descriptions.
- Manages the employee benefits programs including medical, dental, vision, employee assistance, life & accidental death and dismemberment, long term disability, section 125, retirement, and COBRA.
- Manages the workers' compensation claims program.
- Participates on task forces and other City committees; and represent the City in meetings, hearings, and conferences.
- Prepares and directs the preparation of a variety of written work including contracts, Memoranda of Understanding, MOU amendments, Requests for Proposals, letters, memoranda, staff reports, resolutions, ordinances, the biannual Equal Employment Opportunity Report, and the annual OSHA Form 200.
- Advises and makes recommendations to department managers regarding complex and day-to-day personnel issues and organizational changes.
- Analyzes laws, legislation, and requirements pertaining to public personnel administration, risk management, worker safety, employee benefits, employee leaves, and general human resources related issues; recommend policy and procedural changes to implement adopted legislation.
- Ensures compliance with Federal and State laws related to benefits and return to work including: Family Care and Medical Leave; Pregnancy Disability Leave; Workers' Compensation Leave; California Family Rights Act; and the Americans' with Disability Act.
- Responds to complaints from regulatory agencies such as the Equal Opportunity Employment Commission (EEOC) and the California Department of Fair Employment and Housing (DFEH).
- Responds to requests for information from the public, other agencies, employees, employee associations, and other City departments.
- Makes presentations to the City Council, City employees, labor associations, and others as required; create handouts, agendas, and presentation materials for meetings as needed.
- Perform other related duties as assigned.

## **JOB-RELATED QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Public agency budget development, contract administration, City-wide administrative practices, and general principles of risk management related to the functions of the assigned area.
- Principles, practices, and techniques of human resources in a public agency setting, including recruitment, selection, equal employment opportunity, and employee orientation; job analysis and classification; compensation and benefit analysis and administration; risk management, worker's compensation, and occupational safety; and employee and labor relations, including the interpretation of laws, regulations, policies, and procedures.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Technical, legal, financial, and public relations problems associated with the management of human resources programs.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Principles and procedures of record-keeping, technical report writing, and preparation of correspondence and presentations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

### **Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Provide administrative, management, and professional leadership for the Human Resources program.
- Provide administrative and professional leadership and direction for the division and the City.
- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Prepare and administer budgets; allocate limited resources in a cost-effective manner.
- Plan, organize, direct, and coordinate the work of technical personnel; delegate authority and responsibility.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer a variety of human resources programs and administrative activities.
- Conduct effective negotiations and effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.

- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- 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 a bachelor's degree in human resources management, public or business administration, or a related field and five (5) years of management and/or administrative experience in human resources, employee and labor relations, and risk management administration.

**Licenses and Certifications:**

- Possession of a valid California Class C Driver's License and a good driving record, at the time of appointment.
- Possession of Human Resources Certification through either HR Certification Institute (HRCI) or the Society for Human Resource Management (SHRM) is highly desirable.

**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 and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be 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 occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise 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.