

HUMAN RESOURCES DIRECTOR

DEFINITION

Under general direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Human Resources Department including recruitment and new employee onboarding, benefit administration, employee and labor relations, classification and compensation, risk management, emergency preparedness and management, payroll and budget services, staff training, compliance with labor laws, and employee health and safety; formulates departmental policies, goals, and directives; coordinates assigned activities with other City departments, officials, outside agencies, and the public; fosters cooperative working relationships among City departments and with intergovernmental, regulatory agencies, and various public and private groups; provides highly responsible and complex professional assistance to the Deputy City Manager and City Manager in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the City Manager and/or the Deputy City Manager. Exercises supervision over supervisory, professional, technical, and administrative support staff directly and through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a department head classification that oversees, leads, and participates in all activities of the Human Resources Department, including short- and long-term planning as well as development and administration of departmental policies, procedures, and services. This class provides assistance to the City Manager and the Deputy City Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, City functions and activities, including the role of the City Council, and the ability to develop, oversee, and implement interdisciplinary projects and programs. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and serves as an advisor and contributor to executive management and City Council on policies, procedures, and major City initiatives.

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 the full breadth of Human Resources Department programs, services, and activities including Department including recruitment and new employee onboarding, benefit administration, employee and labor relations, classification and compensation, risk management, emergency preparedness and management, payroll and budget services, staff training, compliance with labor laws, and employee health and safety.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the Department; 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 and participates in the development and administration of the department's budget; participates in forecasting for additional funds needed for staffing, equipment, and supplies; monitors and approves expenditures; recommends and implements budgetary adjustments as necessary.
- 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 to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Monitors and implements legal, regulatory, technology and societal changes and court decisions that may affect the work of the department; determines equipment acquisition, training programs and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient, and economical manner.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine City needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Interprets human resources rules and regulations, bargaining agreements, and benefit policies; researches, analyzes, and recommends changes in human resources rules and procedures.
- Participates in the negotiation of wages, hours of work, and other terms and conditions of employment; formulates and implements effective bargaining strategies and techniques; recommends and approves labor agreement language.
- Manages the City's employee resolution process; advises as to the appropriate position for the City to take during the steps of the grievance process; directs research and investigation as needed to obtain information required to settle grievances.
- Oversees a comprehensive disaster and emergency preparedness program for the City, including disaster mitigation, preparedness, planning, training, education, response, recovery and equipping of City staff and community members; assists with the operations of the City's Emergency Operations Center; coordinates disaster preparedness with City departments, community and civic organizations, special districts and other federal, state, and local governmental agencies.
- Analyzes legislation and regulations to determine effect on human resources programs and services; recommends and implements changes in policy or procedures to ensure compliance with applicable laws and regulations; completes required reports and documentation.
- Establishes, maintains, evaluates, and recommends improvements to internal control procedures and ensures standards are met.
- Oversees recruitment and selection activities; provides policy direction and resolves controversial and sensitive recruiting issues; coordinates personnel actions including promotions, transfers, layoffs, reassignments, and outplacement services.
- Manages and evaluates the City's comprehensive employee benefit programs.
- Assesses the City's training needs on a continuous basis and coordinates internal and external employee, supervisory, and management training programs related to employee and management needs. Represents the department to other City departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Participates in and makes presentations to the City Council and a wide variety of committees, boards, and commissions.; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of human resources management and administration and emergency services management.

- Directs the maintenance of working and official departmental files; prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Deputy City Manager.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations; serves as a spokesperson for the Department at a variety of community events, meetings, and other public relations activities.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of strategic plan development.
- Principles and practices of budget administration.
- Principles and practices of contract management.
- General principles of risk management related to the functions of the assigned area.
- Principles, practices, and procedures of public administration in a municipal setting.
- Functions, authority, and responsibilities of an elected City Council.
- Advanced principles and practices utilized in public sector personnel administration including employee and labor relations, recruitment and selection, classification and compensation, benefits administration, workers' compensation, training and development, risk management, and emergency management and preparedness.
- Pertinent federal, state, and local laws, codes, and regulations including court decisions, practices involving labor relations, workers' compensation, OSHA, general liability, health benefits, and PERS retirement.
- Theory, principles, practices, techniques, technology, and systems in the field of disaster and emergency preparedness management for a public organization.
- Resources, equipment, supplies, and personnel needed to maintain operational readiness in order to be able to respond to City emergencies.
- Methods and techniques utilized in dealing with employee grievances and unlawful allegations. Methods and techniques of developing technical and administrative reports, and business correspondence.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- City and mandated safety rules, regulations, and protocols.
- 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.
- Current equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Develop and implement goals, objectives, practices, policies, procedures, and work standards.

- Provide administrative and professional leadership for the Department.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with contractual obligations.
- Manage and direct a comprehensive municipal human resources program.
- Provide administrative and professional leadership and direction for the City's Emergency Preparedness Programs.
- 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.
- Direct the establishment of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, 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 and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Demonstrate understanding of, sensitivity to, and respect for the diverse socio-economic, racial, ethnic, religious, and cultural backgrounds, diverse abilities, gender, gender identity and expression, and sexual orientation of City staff and community served.

MINIMUM QUALIFICATIONS

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 from an accredited college or university with major coursework in human resources, public administration, or a directly related field and seven (7) years of increasingly responsible professional experience administering a breadth of human resources including benefits administration and risk management services in a municipal or comparable environment to include three (3) years in a supervisory or managerial capacity.

Licenses and Certifications:

- Possession of an appropriate valid driver's license to be maintained throughout employment.

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 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. This is primarily a sedentary office classification although standing in work areas 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. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

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 divisional policies and procedures.

WORKING CONDITIONS

This is an At-Will management classification.