



Indian Wells, City of (CA)

Human Resources and Risk Manager

CLASS CODE	HRMGR	SALARY	\$78.56 - \$98.20 Hourly
			\$6,284.65 - \$7,855.85 Biweekly
			\$13,616.75 - \$17,021.00 Monthly
			\$163,401.00 - \$204,252.00 Annually

ESTABLISHED DATE June 24, 2026

SUMMARY

DEFINITION

Under general direction, plans, organizes, oversees, and coordinates operations related to the management of City-wide human resources and risk management functions including hiring and interviewing staff, administering pay, benefits, and leave, and enforcing agency policies and practices; participates in the development of policies and strategies for division operations; manages the effective use of division resources to improve organizational productivity and customer service; provides complex and responsible support to the Assistant City Manager in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant City Manager. Exercises direct supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating staff and operations of assigned functions related to human resources and risk management. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include developing and implementing policies and procedures for assigned programs, budget administration and reporting, and program evaluation, and ensuring compliance with regulatory requirements. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad 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 qualified employees can perform the essential functions of the job.

- Plans, directs, and oversees the daily operations, programs, and activities of the City's Human Resources and Risk Management division.

- Participates in the development and implementation of goals, objectives, work plans, policies, and priorities for the division; recommends within division policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of the division budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding.
- Develops and manages requests for proposals for professional and/or contracted services; prepares scope of work and any technical specifications; evaluates proposals and recommends award; negotiates contracts; administers contracts to ensure compliance with City specifications and service quality.
- Partners with leadership to develop and execute human resource and talent strategies, supporting workforce planning, recruitment, retention, and succession needs.
- Provides expert guidance on complex and sensitive HR matters, including employee relations issues, investigations, accommodations, disciplinary actions, and terminations.
- Oversees talent acquisition and employee development, including recruiting for professional and leadership roles, designing learning programs, and supporting internal growth opportunities.
- Ensures organizational compliance and competitiveness by monitoring employment laws, HR best practices, compensation and benefits trends, and emerging developments in human resources.
- Plans, directs, and manages the operations and activities of a comprehensive City-wide risk management program; oversees programs and services designed to identify, evaluate, and mitigate the City's exposure to loss, including general liability, property, workers' compensation, and safety and loss control programs.
- Develops goals, policies, and procedures to reduce risk through avoidance, mitigation, transfer, or retention strategies; evaluates program effectiveness; ensures coordination across departments to protect City assets, employees, and the public.
- Updates City records and procedures in assigned areas pursuant to changes in law, City policies and procedures, Memoranda of Understanding, and other pertinent rules and regulations.
- Serves as liaison for assigned functions with other City departments, divisions, and outside agencies; provides staff support to commissions, committees, and task forces, as required.
- Provides highly complex staff assistance to the Assistant City Manager; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of working and official division files; ensures the proper documentation of operations and activities.
- Represents the City in meetings with members of other public and private organizations, community groups, contractors, and the public.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- 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.

- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of budget development and administration.
- Principles and practices of contract administration and management.
- 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.
- Employee relations, including negotiations and the interpretation of laws, regulations, policies, and procedures.
- Public sector risk management principles and practices, including risk identification, loss prevention, claims administration, insurance and self-insurance programs, workers' compensation, safety programs, and risk financing strategies.
 - Research methods and techniques.
 - Recent and on-going developments, current literature, and sources of information related to the operations of the assigned department.
 - Methods and techniques of preparing technical and administrative reports, and general business correspondence.
 - Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area 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.
 - Modern equipment and communication tools used for business functions and program, projects, and task coordination, including computers and software programs relevant to work performed.

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.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for assigned financial functions.
- Prepare and administer complex budgets; allocate limited resources in a cost-effective manner.
- Monitor complex projects on-time and within budget.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Supervise the establishment 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 division and the City in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

EDUCATION, EXPERIENCE & SUPPLEMENTAL INFORMATION

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:

Education:

- Equivalent to a bachelor's degree with major coursework in human resources, business, public administration, or a related field.

Experience:

- Five (5) years of professional government accounting experience, including three (3) years of experience in a supervisory role.

Licenses and Certifications:

- Possession of a valid California 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 City employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the City's needs, in addition to responding as a Disaster Services Emergency Worker (California Government Code Section 3100-3109).