



September 2018  
Class Code: A-62  
FLSA: EXEMPT

## HUMAN RESOURCES MANAGER

### **DEFINITION**

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of human resources support staff; performs difficult and complex professional, technical, and confidential work required to administer human resources programs, including recruitment, classification, compensation, employee training and development, and employee and labor relations; coordinates assigned activities with other District departments, officials, outside agencies, and the public; provides complex and responsible professional assistance to the District Manager and Executive Management staff in areas of expertise; and performs related work, as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the District Manager. Exercises direct supervision over technical and administrative support staff.

### **CLASS CHARACTERISTICS**

This is a management classification that manages and administers several human resources programs and activities related to employee and labor relations, recruitment and selection, classification, compensation, and employee training and development. Incumbents are responsible for performing diverse, specialized and complex work involving significant accountability and decision-making responsibilities, which includes developing and implementing policies and procedures for the human resources department. 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 that qualified employees can perform the essential functions of the job.*

- Plans, manages, and oversees the daily functions, operations, and activities of the District's human resources programs, including recruitment and selection, compensation and classification, risk management, workers' compensation, employee development and training, employee and labor relations, and benefits administration.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development and administration of human resources program and department budgets.
- Develops and standardizes procedures and methods to improve and continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; identifies opportunities for improvement and makes recommendations to the District Manager.

- Participates in the selection, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Coordinates the District's recruitment efforts with department staff; develops recruitment announcements and advertisements; screens applications; initiates appropriate testing and selection processes and procedures pursuant to established laws, rules, and guidelines.
- Administers the District's employee benefits programs including group life, health and disability, retirement; coordinates open enrollment.
- Administers the District's classification and compensation plan; develops and updates classification specifications; initiates and participates in classification and compensation surveys and studies.
- Oversees and participates in reviewing and processing worker's compensation claims; auto accident claims, employee accident reports, property damage reports; verifies accuracy and completion of reports and records; maintains accurate files.
- Meets and confers with management and employees regarding interpretations of personnel policies and procedures and processing of employee grievances.
- Represents the department to other District departments, Board of Trustees, and outside agencies; explains and interprets departmental programs, policies, and activities; prepares and presents staff reports and other necessary correspondence related to assigned activities and services.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of human resources; researches emerging products and enhancements and their applicability to District needs.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Directs the establishment and maintenance of working and official employee files.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- 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 in the public agency setting.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.

- 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 budget development and administration.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, and professional organizations.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Methods and techniques of preparing technical and administrative reports, and general business correspondence.
- District 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 District 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, including computers and software programs relevant to work performed.

**Ability to:**

- Plan, organize, oversee and manage the staff and operations of the Human Resources Department.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Prepare and administer budgets.
- Provide administrative, management, and professional leadership for the department.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Maintain confidentiality of sensitive personal information of employees, former employees, and other matters affecting employee relations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively represent the division and the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Direct the establishment and maintenance of a variety 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, 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 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 and five (5) years of increasingly responsible professional human resources program experience, one of which should be in a supervisory capacity.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California driver's 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; vision to read printed materials and a computer screen and to operate a motor vehicle to visit various District and meeting sites; 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 25 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 departmental policies and procedures.