



SEPTEMBER 2021  
FLSA STATUS: EXEMPT

## HUMAN RESOURCES DIRECTOR

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Human Resources Department, including recruitment classification, labor relations, leave management, compensation, benefits administration, risk management and safety. 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 work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the City Manager. Exercises supervision over management, supervisory, professional, technical, and administrative support staff.

### **CLASS CHARACTERISTICS**

This executive management classification oversees, directs, and participates in all activities of the Human Resources Department, including short- and long-term planning, development and administration of departmental policies, procedures, and services, ensuring compliance with mandated and professional practices in all functional areas. This class provides assistance to 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. 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 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 full management responsibility for all human resource programs, service, and activities, including employee benefits, recruitment and selection, classification and compensation, employee relations, labor relations, risk management, safety and training.
- 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
- Directs the City's recruitment and selection process to ensure they are conducted in a fair and equitable manner consistent with mandated requirements and best practices.
- Manages the City's risk management function including property, liability, workers compensation and excess pollution; works with risk management administrators and negotiates coverage and rates; works with employees and medical providers to coordinate disability retirement, return to work programs and reasonable accommodation for employees.
- Manages the City's classification and compensation programs to ensure positions are properly classified and that compensation is externally competitive and internally equitable
- Manages the City's employee benefits programs that include plans such as retirement, disability, health, life, dental, vision, and worker's compensation; regularly reviews programs to ensure they meet the City's requirements; works with external service providers and City management to research options and makes recommendation on program modifications; assists in contract negotiations.
- Assists employees and management with the interpretation and correct application of City policies, procedures, and programs; provides advice and assistance regarding employment issues; investigates employee complaints.
- Development and revises human resources documents, procedures, and forms; assists in the development of policies, regulations, and procedures.
- Conducts special research assignments, gathers data, and prepares reports for consideration by management or special committees.
- Collects and compiles human resources data; prepares or assists in the preparation of monthly, quarterly, and year-end human resources, legal, summary, and technical reports, as directed.
- Consults with supervisors regarding personnel related issues, needs, and services; counsels employees on human resources programs, policies, and processes; explains program provisions, procedures, and eligibility requirements; and assists employees with forms and human resources documents.
- Creates and maintains accurate personnel files which comply with Federal and State rules and regulations.
- Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, processing contracts and agreements, and attending meetings.
- Works with management, supervisors and employees on the interpretation and correct application of City Human Resource policies, procedures, and programs; investigates employee complaints.
- Serves as a member of the City's management team in labor contract negotiation processes with its bargaining units; provides fiscal evaluations of proposals for management and City Council.
- 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.
- 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 finance and other services as they relate to the area of assignment.
- Directs the establishment and maintenance of working and official departmental files.
- Monitors changes in laws, regulations, and technology that may affect City or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the City Manager.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of the human resources program administration, including recruitment, selection, classification and compensation, safety, and employee/labor relations.
- Principles and practices of benefits program administration, including medical, dental, retirement and workers compensation programs claims processing procedures.
- Principles and practices of safety program administration.
- Principles and practices of human resources policies and procedures development.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Recent and on-going developments, current literature, and sources of information related to human resources programs.
- Complex record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment which may include, but is not limited to, mobile technology and electronic devices, and software related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

### **Ability to:**

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution.
- Principles and practices of human resources program development and management including recruitment and selection, benefits management, classification and compensation, employee and labor relations, and risk management and safety.
- Provide specialized support to a wide variety of human resources program areas.
- Develop policies and procedures in assigned program areas.
- Provide specialized support to the bargaining process.

- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, explain, and ensure compliance with City policies and procedures, complex laws, codes, regulations, and ordinances.
- Effectively represent the department and the City in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Maintain accurate files and records.
- 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 software programs relevant to work performed.
- Use English effectively to communicate in person, over the telephone, and in writing.
- 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 (4) year college or university with major coursework in in human resources management, business or public administration, or a related field, and four (5) years of technical human resources management experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by date 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 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. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

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 frustrated or irritated individuals in interpreting and enforcing department policies and procedures.

