

JOB DESCRIPTION
Human Resources Manager
Code Number: 08001

GENERAL PURPOSE

Under administrative direction, supervises and performs a variety of complex professional and technical activities in support of the District's human resource management programs, including recruitment and selection, classification, compensation, contract administration/negotiation, employee relations, performance appraisal, benefits administration, and supervisor-employee development; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

The Human Resources Manager supervises a small unit and participates in the delivery of human resource program services in assigned areas of functional responsibility. The incumbent provides professional advice and counsel to District managers, supervisors and employees and carries out difficult and complex responsibilities requiring a high degree of professional, organizational and interpersonal knowledge, skill and sensitivity.

The Human Resources Manager is distinguished from a Human Resources Analyst II in that an incumbent in the former class holds managerial and administrative responsibilities and performs more difficult and complex work of greater District-wide impact requiring broader professional knowledge and experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.

Plans, organizes, controls, integrates and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve goals and objectives; contributes to development of and monitoring of performance against the annual department budget; supervises and participates in developing, implementing and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards.

Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with District personnel rules, policies and labor contract agreements.

Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving the department's and the District's mission, strategic plan, objectives and values; serves as project manager for District related strategic plan initiatives pertaining to human resources related projects.

Directs and participates in the day-to-day activities of assigned areas of functional responsibility; conducts organizational and position classification studies; audits and prepares new or modified job analysis documents and job descriptions; recommends changes regarding incumbents, classes and class series; designs, supervises and conducts special surveys and studies regarding compensation and other human resource management issues; recommends salary structure or benefit program changes based on studies and analyses; provides classification, compensation and benefits information to other organizations; supervises day-to-day administration of District benefit programs; investigates allegations of rule violations including discrimination and sexual harassment.

Develops and delivers training programs and workshops on a variety of human resource management and District policy topics.

Participates in the labor negotiations and employee/employer relations process; participates in contract negotiations with employee association representatives; researches and drafts contract proposals; develops recommendations and advises managers regarding employee relations procedures, issues and cases, such as grievances, disciplinary actions, human resource policies, and contract application and interpretation; consults with employees and their representatives to identify and resolve employee/employer-related problems and issues; provides staff support to the disciplinary review committee; resolves or assists in the resolution of disputes through a variety of resolution vehicles; works with and assists outside counsel in representing the District during litigation.

Supervises and participates in internal posting, recruitment and selection programs and activities; directs the preparation of job announcements, advertisements and other recruitment materials; screens applications for qualifications; coordinates, designs and

administers job-related selection procedures, including but not limited to application reviews, written and performance tests, interviews and assessment techniques; directs or requests background and reference checks; ensures that all phases of recruitment and selection comply with applicable federal, state and local laws, regulations and guidelines.

Confers with and interprets policies, procedures and regulations to District management, staff and the public; provides guidance and training to managers and supervisors on positive employee relations practices.

Designs and participates in administering specialized human resource programs, including the apprenticeship and scholarship programs; coordinates conducting and analyzes the results of the annual employee morale survey.

Manages and participates in administering and maintaining the District's HR information system and payroll system interface; supervises the maintenance of personnel records and specialized and confidential files.

Acts for the Director of Human Resources & Risk Management in that incumbent's absence.

Performs related duties as assigned.

BALDRIGE RELATED DUTIES

Applies Malcolm Baldrige principles in the deployment of department business plans, processes and performance measures, ensuring that they align with District's Strategies and Operational Plans.

Participates in departmental performance assessments and the system of continuous improvements and effectively integrates and evaluates the linkages between the District's key value creation and support processes and related key performance indices.

Ensures effectiveness of the business processes undertaken by the department and division.

Defines customer service segments being served and establishes processes to obtain feedback to improve performance.

Develops, maintains, and utilizes departmental performance indicators in making decisions; establishes performance criteria for assigned staff; ensures a thorough

understanding of the Strategic Planning Cycle with each individual's responsibility associated with the cycle.

The incumbent, while exercising his/her authority, shall abide by and promote the District's values and beliefs and adhere to the District's ethics policy.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Theory, principles, practices and techniques of public personnel administration, including recruitment, testing and selection, affirmative action, employee relations, classification and job analysis, compensation and benefits administration, employee development, and performance planning and appraisal; principles and practices of labor relations, including negotiation and contract administration techniques; administrative principles and methods, including goal setting, program development and implementation; office and records management practices and procedures; principles and practices of sound business communication; research methods and analysis techniques; trends in human resource program development; District functions and associated human resource management issues; District personnel rules, policies and labor contract provisions; principles and practices of effective management and supervision.

Ability to:

Analyze and make sound recommendations on complex human resources management issues; understand, interpret, explain and apply District, state, and federal policy, law, regulation and court decisions governing the District's human resource management program; present proposals and recommendations clearly and logically; represent the District effectively in negotiations and other dealings with employee association representatives on a variety of issues; develop and deliver effective classroom training sessions and workshops to a broad range of District managers, supervisors and employees; prepare clear, concise and comprehensive correspondence, reports, studies and other written materials; exercise sound independent judgment within general policy guidelines; establish and maintain effective working relationships with all levels of District management, employee association representatives, other governmental officials, employees and the public; exercise tact and diplomacy in dealing with sensitive, complex and confidential personnel issues and employee situations, sensitive situations and concerned people and customers, both internal and external.

Baldrige Based Knowledge and Abilities

Knowledge of:

The Core Values, Concepts, and Framework of the Malcolm Baldrige National Quality Criteria, including the principles of management by fact, and organizational and personal learning; the means of developing alignment between strategic goals and individual performance standards; practices of process mapping (control); practices of structured problem solving; the Strategic Planning Cycle and the various responsibilities within that cycle.

Ability to:

Develop a systems perspective for managing department operations and its key processes to achieve results; to use the seven Baldrige Categories and the Core Values as building blocks for department operations; define and explain key processes and business requirements within the department; develop and deploy strategic plan elements and key performance measures consistent with District goals; develop and maintain continuous improvement in all areas of operations; develop and monitor performance standards; ensure work unit goals and objectives are aligned with the department; track and monitor department performance; and make sound decisions based on departmental performance indicators.

Training and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is graduation from an accredited college or university with a bachelor's Degree in public or business administration, human resources, psychology or a related field; five years of increasingly responsible human resource program management experience; or the equivalent combination of training and experience. Experience in a governmental or public utility setting is preferred.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; and reach with hands and arms. The employee is frequently required to walk and stand.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve complex problems; use math/mathematical skills; perform highly detailed work under changing, intensive deadlines on multiple, concurrent tasks; work with constant interruptions, and interact with managers, employees, bargaining representatives, applicants, representatives of other governmental agencies and the public, some of whom may be dissatisfied, angry and/or abusive.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee works under typical office conditions, and the noise level is usually quiet.

FLSA DETERMINATION: Meets executive exemption from overtime.