



Director of Human Resources

Summary

Direct, manage, and oversee the activities and operations of the Human Resources Department, including recruitment, examination and selection, classification and compensation, employer compliance, employment data and records, employee and labor relations, benefits administration, workers' compensation, risk management, and workplace safety; coordinate assigned activities with other departments and outside agencies; serve as the City Equal Opportunity Officer; provide highly responsible and complex expertise to a higher-level manager in the City Manager's Office.

Class Characteristics

General administrative direction is provided by a higher-level manager in the City Manager's Office; responsibilities include the direct and indirect supervision of supervisory, professional, technical, and/or support staff.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:

Direct, manage, and oversee all Human Resources Department services and activities, including recruitment, examination and selection, classification and compensation, employer compliance, employment data and records, employee and labor relations, benefits administration, workers' compensation, risk management, and workplace safety.

Develop, plan, and implement department goals, objectives, policies, procedures, and priorities; oversee short- and long-term planning.

Manage and participate in the development and administration of the Human Resources Department budget; direct the forecast of additional funds needed for staffing, equipment, materials, and supplies; direct the monitoring of and approve expenditures; direct the preparing of and implement budgetary adjustments as necessary.

Coordinate Human Resources Department activities with those of other departments and outside agencies and organizations.

Provide complex expertise to a higher-level manager in the City Manager's Office and City Council; prepare and present staff reports and other necessary correspondence.

Serve as the City Equal Opportunity Officer, and in conjunction with the City operating departments and under the general direction of a higher-level manager in the City Manager's Office, ensure the spirit and intent of the Equal Employment Opportunity Plan is carried out.

Direct, oversee, and participate in the development of the Human Resources Department work plan; assign work activities, projects, and programs; monitor workflow; review and evaluate work products, methods, and procedures.

Select, train, mentor, and evaluate personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures; maintain discipline and high standards necessary for the efficient and professional operation of the Department.

Identify, interpret, and apply legal requirements and government regulations affecting human resource functions, and ensure policies, procedures, and reporting are in compliance.

Direct the administration of the recruitment, examination, and selection of personnel.

Direct the maintenance and administration of the classification and compensation program.

Direct the administration of the City's benefits programs, including the California Public Employees' Retirement System (CalPERS) program, workers' compensation, unemployment insurance, health, dental, vision, and other benefit programs.

Represent the City in labor negotiations or serve on the City's negotiating team and ensure the proper implementation of Memorandums of Understanding and Compensation Plans.

Administer and serve as a resource for the City's Safety Program, including the Injury and Illness Prevention Program.

Direct the administration of risk management, including liability and safety.

Provide technical expertise and assistance to employees, supervisors, and managers on employee performance, discipline, supervision, and grievances.

Investigate complaints and recommend appropriate action.

Advise, confer, and counsel employees, supervisors, and managers in the handling of interpersonal relationships, conflict resolution, and consensus building.

Assist in the mediation and resolution of workplace conflicts.

Direct the development and administration of employee training and development programs.

Supervise the processing of personnel transactions and the maintenance of appropriate employment data and records.

Direct the administration of the City's employee performance evaluation system.

Represent the department to outside groups and organizations; participate in outside community and professional groups and committees providing technical assistance as necessary.

Research and prepare technical and administrative reports and studies; prepare written correspondence.

Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.

Perform related duties as assigned.

Skills/Abilities:

Direct, manage, and oversee the administration and operations of the Human Resources Department.

Prepare and administer department budget.

Develop and implement department goals, objectives, policies, procedures, work-standards, and internal controls.

Plan, organize, direct, and coordinate the work of staff.

Supervise, train, and evaluate assigned staff.

Gain cooperation through discussion and persuasion.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Interpret, explain, and apply the federal, state, local, City, and department policies, procedures, laws, rules, and regulations; develop recommendations for human resources rules and policies.

Negotiate effectively with various labor organizations.

Facilitate communication between all parties and keep in balance the best interest of all.

Listen, understand, and assist others to resolve organizational and interpersonal problems.

Exercise sound, thoughtful, and excellent judgment.

Resolve and/or mediate conflict.

Manage effectively under pressure and with competing demands.

Define problems, collect data, establish facts, and draw valid conclusions.

Continuously improve upon work procedures, practices, and methods.

Organize, prioritize, and direct a number of complex work projects.

Effectively present information to the City Manager's Office, City Council, and other department directors.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of the work.

Physical Demands and Work Environment:

While performing the duties of this job, the employee is regularly required to sit; use the computer keyboard and mouse, use hands to finger, handle, or feel; reach with hands and arms; talk or hear; and taste or smell; stand, walk, and stoop, or crouch. Occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The noise level in the work environment is usually moderate.

Qualifications

Knowledge of:

Advanced principles and practices of public administration, including recruitment, classification, compensation, employee and labor relations, training and development, and benefits administration.

Federal, state, local, and department regulatory requirements, including applicable laws, codes, ordinances, regulations, and guidelines affecting human resource administration and employment procedures.

Director of Human Resources

Procedures and issues involved in administering benefit programs including workers' compensation, the California Public Employee Retirement System, and other benefit programs.

Principles and practices of risk management, including liability and safety.

Individual and organizational behavior, motivation, and theories of current management practices.

Principles and practices of leadership, motivation, team building, and conflict resolution.

Organizational and management practices as applied to the analysis and evaluation of human resources programs, policies, and operational needs.

Principles and practices of budget preparation and administration.

Principles and practices of supervision, training, and performance evaluation.

Principles and practices of customer service.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Education and Experience

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:

A Bachelor's degree with major course work in public administration, business administration, human resources, or a related field. A Master's degree with major course work in a related field is desirable.

Experience:

Five years of progressively responsible, professional public sector experience in human resources administration, including three years in a supervisory capacity. Direct experience working with local government labor relations and experience with sworn public safety is desirable.

Certifications/Licenses:

Possession of a valid California Class C driver's license.

Revised:	07/20/15; 05/3/21
Re-established:	02/24/14
Abolished:	01/24/05
Resolution #:	2005-014 N.C.S./ 2014-030 N.C.S./ 2015-108 N.C.S.
Department:	Human Resources
FLSA Status:	Exempt