

**City of San Rafael
Job Class Specification**

Job Title: Human Resources Operations Manager

SUMMARY:

To manage and direct a division and/or assist the Human Resources Director in managing the day to day functions of the Human Resources Department in the areas of recruitment and retention, classification, compensation, training, benefits, labor relations and workers' compensation programs; performs highly complex managerial and professional level work in the implementation of the Human Resources goals and objectives; perform related work as directed.

SUPERVISION RECEIVED AND EXERCISED:

Receives general direction from the Human Resources Director. Supervises professional, technical and support staff assigned to the department.

CLASS CHARACTERISTICS:

This single position class will be assigned to oversee all day to day Human Resources functions including full responsibility in benefit administration and assistance to the Human Resources Director in Employee and Labor Relations functions. This class is distinguished from the Human Resources Director in that the latter has the overall management responsibility for all personnel services, activities and functions.

EXAMPLES OF RESPONSIBILITIES AND DUTIES responsibilities and duties may include, but are not limited to the following:

- Assists in the development and implementation of goals, objectives, policies, procedures and work standards for the department; assists in administering the department's budget.
- Plans, organizes, administers, reviews and evaluates the activities of professional and technical support staff. Assist the Human Resources Director in employee relations and labor negotiations.
- Confers with City employees regarding personnel, employee relations, or related activities or problems and may assist the Director in conferring with supervisors and managers on the same matters.
- Prepare complex written reports and make presentations to the City Council as required.
- Assists the Director in managing the training program for the City in assessing training needs and in developing programs to enhance the skill and performance level of employees.
- Selects assigned staff and provides for their training and professional development; interprets City policies and procedures to employees.
- Directs and conducts analytical studies; develops and reviews reports of findings, alternatives and recommendations.
- Helps in preparing the department's annual operating budget; monitors expenditures to ensure that the department operates within the allocated budget.
- Oversees the recruitment testing and certification program for the City; reviews and approves recruitment and examination plans for open and promotional recruitments using

established guidelines and authorities; works with subordinate staff to design and implement appropriate internal procedures to assure that the recruitment, testing and certification meet accepted standards.

- Periodically review and evaluates established recruitment and selection procedures and recommends and implements changes when required.
- Manages and directs the City's employee benefits program including leave management programs; negotiates with insurance carriers on rates and coverage; works with insurance brokers to obtain the best rates and coverage for a variety of products; monitors industry trends and recommends strategies to the Human Resources Director dealing with cost and quality.
- Participate in labor relations activities, including contract negotiations, meet and confer sessions and meet and consult sessions.
- Serve as HR lead regarding Information Systems/Technological management; explore the application of new human resource technologies to the division's function and programs and recommends the acquisition of technologies when appropriate.
- May be required to conduct investigations into discrimination complaints and make recommendations for resolving complaints; coordinates city response to state and federal enforcement agencies when required.

KNOWLEDGE OF:

- The principles, practices and techniques of personnel assessment and employment testing including, but not limited to the Uniform Guidelines on Employee Selection Procedures; the Standards for Educational and Psychological Testing and other authorities.
- The principles, practices and techniques of position classification and compensation management.
- Principles, practices and technique of program analysis.
- Pertinent Federal, State and local laws, codes and regulations dealing with the employment process.
- The principles, practices and techniques of employment benefit management.
- The principles, practices and techniques of employee evaluation and performance management programs and employee counseling.

ABILITY TO:

- Resolve complex personnel management issues in a constructive manner.
- Plan, direct and supervise the work of professional, technical and support staff; develop work plans and monitor job performance; conduct performance reviews.
- Prepare complex written reports in a clear and precise manner.
- Analyze data and develop appropriate conclusions.
- Make public presentations before the City Council and other authorities.
- Maintain cooperative and constructive relationships with the position's stakeholders.
- Apply rules, regulations, labor agreements, state and federal laws to complex personnel management problems.
- Use a variety of computer applications to manage information.

MINIMUM QUALIFICATIONS:

Sufficient education, training and/or work experience to demonstrate possession of the following knowledge, skills and abilities which would typically be acquired through:

Possession of a bachelor's degree with major course work in business or public administration, industrial relations, human resources management or a closely related field and five years of professional experience in public administration required, including two years of direct supervision preferably in a public agency. A Master's degree in Human Resources Management, Public Administration or a related field is preferred.

FLSA Status: Exempt
Prepared By: MRG Consulting / City of San Rafael
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Approved Date: