

CITY OF HAYWARD

HUMAN RESOURCES MANAGER

DEFINITION

The Human Resources Manager plans, organizes, and provides direction and oversight for comprehensive human resources programs of the City including employee and labor relations, recruitment and selection, job analysis and classification, compensation, benefits administration, worker's compensation and safety program management and employee development and training functions and activities. The Human Resources Manager ensures that assigned program functions meet all applicable laws, regulations, and City personnel policies and administrative rules; provides professional assistance to City leadership and staff in areas of expertise; fosters cooperative working relationships with intergovernmental and regulatory agencies; and performs other duties as assigned. This position requires discretion to work with confidential and sensitive issues on a regular basis.

DISTINGUISHING CHARACTERISTICS

This is an unrepresented mid-management classification that oversees, directs, and participates in all activities of assigned Human Resources programs, including day-to-day operations and short-range and long-range planning including budgeting. Responsibilities include coordinating the activities of the assigned programs with those of other divisions and departments and managing and accomplishing the complex and varied functions of the department. The incumbent is accountable for accomplishing program planning and operational goals and objectives and for furthering City goals and objectives within general policy guidelines.

SUPERVISION RECEIVED AND EXERCISED

General direction is provided by the Human Resources Director. The position provides direct supervision for professional, technical and administrative staff assigned to the Human Resources Department.

ESSENTIAL DUTIES

Essential responsibilities and duties may include, but are not limited to the following:

Manages and conducts the planning, development, and implementation of the recruitment and selection process to obtain qualified candidates; ensures equal employment opportunity for all candidates.

ESSENTIAL DUTIES (continued)

Develops systems and procedures which promote City employment diversity goals and include comprehensive outreach activities and employee training programs. Directs and oversees the planning and conducting of various other training and needs assessment activities.

Administers and directs a comprehensive benefits program; acts as a liaison with benefit carriers in contract negotiations.

Administers and directs a comprehensive Worker's Compensation Program and related internal service fund.

Administers and directs a comprehensive city-wide Safety Program.

Provides analytical support for labor relations matters and serves as an active member of the City's negotiation team as assigned.

Coordinates employee relations activities; provides assistance to management, supervisors, and staff in the interpretation of City policies and procedures and the processing of grievances; coordinates with legal counsel.

Performs or directs the performance of job analysis and classification studies; conducts compensation studies and participates in the development of compensation and benefit strategies; interprets, implements, and applies Memorandum of Understanding and resolutions related to employee compensation and benefits.

Oversees and/or conducts investigations of alleged harassment or discriminatory conduct affecting City employees; acts as liaison with regulatory agencies to address formal complaints; prepares reports and documents as required.

Researches, compiles, analyzes, and evaluates general and statistical information regarding selection procedures, recruitment methods, benefits administration, compensation, and other personnel practices.

Maintains and supervises the Technology Information Systems as they relate to the Department, confidential personnel files, and other sensitive employee records.

Interprets and applies City rules, policies and procedures, Memoranda of Understanding, and local, state and federal laws. Develops and revises City policies, procedures, and programs.

Develops, implements, and administers special human resources programs as needed and identified.

ESSENTIAL DUTIES (continued)

Develops and directs the implementation of goals, objectives, policies, procedures, and work standards for the assigned program area.

Prepares, administers, and is responsible for the budget for assigned program areas; forecasts additional funds needed for staffing, equipment, materials, and supplies; administers the approved budget. Monitors and controls expenditures.

Plans, organizes, administers, reviews, and evaluates the work of professional, technical, and clerical staff directly.

Provides for the selection, training, professional development, and work evaluation of department staff; authorizes discipline as required; and provides policy guidance and interpretation to staff.

Directs, oversees, and develops the business work plan related to assigned program area; assigns work activities, projects, and programs; monitors work flow; reviews and evaluates work products, methods, and procedures; prepares various staff reports on operations and activities.

Monitors continuously 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.

Prepares and directs the preparation of a variety of written correspondence, reports, procedures, and other written materials.

Maintains and directs the maintenance of working and official department files.

Monitors changes in laws, regulations, and technology that may affect department operations; and develops policy and procedural changes as required.

Provides technical advice to the City leadership team and the Council in area of expertise.

Assumes the responsibility of the Director in the absence of the Human Resources Director or as needed.

Builds and maintains positive working relationships with co-workers, other City employees, and the community.

Confers with and represents the Department and the City in meetings with members of the Council, Personnel Commission, various governmental agencies, developers, contractors, business, and industrial groups and the community.

ESSENTIAL DUTIES (continued)

Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

Principles, practices, and techniques of human resources in a public agency setting, including recruitment, selection, equal employment opportunity, and employee orientation; job analysis and classification; compensation and benefit analysis and administration; employee relations, including the interpretation of laws, regulations, policies, and procedures.

Principles and practices of public sector labor relations, including effective negotiation techniques, grievance resolution methods, and progressive discipline.

Practices of researching program issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.

Applicable Federal and State laws; City regulations, codes, policies, and procedures.

Administrative principles and practices, including goal setting, program development, implementation, and evaluation and supervision of staff, either directly or through subordinate levels of supervision.

Principles and practices of budget development, administration, and accountability.

Organization and supervisory practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned program.

Modern office practices, methods, and computer equipment.

Recordkeeping principles and procedures.

Computer applications related to the work.

English usage, grammar, spelling, vocabulary, and punctuation.

Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

Plan, organize, administer, coordinate, review, and evaluate all areas of a comprehensive human resources management program.

Administer programs and the work of staff directly.

Provide for the selection, training, development, motivation, and work evaluation of staff.

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

Interpret, apply, and explain complex laws, codes, regulations, and ordinances.

Provide staff support in complex, sensitive, or difficult human resources related assignments requiring a high level of independent judgment, strong analytical skills, and sophisticated knowledge of applicable laws, regulations, and contractual agreements.

Prepare and administer budgets; allocate limited resources in a cost effective manner.

Effectively represent the department and the City in meetings with governmental agencies, professional, regulatory, and legislative organizations.

Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

Make sound, independent decisions in day-to-day activities and in emergency situations.

Conduct thorough fact finding or investigations as needed.

Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.

Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.

Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.

Make accurate arithmetic, financial, and statistical computations.

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 specialized software applications programs.

Ability to (continued):

Identify and take appropriate action when unusual operating problems occur.

Maintain attention to detail and accuracy while meeting critical deadlines.

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.

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

EXPERIENCE AND EDUCATION

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

Experience:

Five (5) years of increasingly responsible Human Resources management experience including assignments in the areas of recruitment, selection, classification, training, compensation, employee and labor relations, worker's compensation and safety administration, and employee benefits or other pertinent job related areas, including two (2) years of supervisory or lead experience.

Education:

Equivalent to a Bachelor's Degree from an accredited college or university with major course work in human resources, business, or public administration or closely related field.

SPECIAL REQUIREMENTS Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; safely drive to various locations throughout the City and County to manage, direct, coordinate and/or participate in meetings and community events in a variety of community settings and weather conditions; make effective presentations to public audiences; conduct City business during day and evening hours, including occasional weekend and irregular hours; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; stand, walk, reach, bend and safely lift and move equipment and materials weighing up to 35 pounds; converse by telephone, by email, in person, and before small and large groups, and be clearly understood; read and comprehend legal, technical and complex documents; interact with the public and all different levels of City staff in an effective and professional manner. Essential functions must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD: One Year

1156CS10

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APP GROUP 2

FPPC STATUS Designated

FLSA STATUS Exempt