



# HUMAN RESOURCES DIRECTOR

## Job Description

*The job description does not constitute an employment agreement between the City and employee and is subject to change. The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.*

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<b>Class Title:</b>	Human Resources Director	<b>Effective Date:</b>	May 1, 2014
<b>Working Title:</b>	Human Resources Director	<b>Type:</b>	Management/Supervisory
<b>Department:</b>	Human Resources	<b>Supervisor:</b>	City Manager
<b>FLSA Status:</b>	Exempt	<b>Supervises:</b>	Human Resources Generalist

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### CLASSIFICATION SUMMARY

Under the general direction of the City Manager, this department director position is directly responsible for the overall administration, coordination and evaluation of all Human Resource functions, including but not limited to personnel policies, practices and programs, classification and compensation, recruitment and selection, employee benefits, health and wellness, risk management, safety, training, performance management, collective bargaining and employee/labor relations as mandated by federal, state and local laws. Responsibilities include developing, implementing and evaluating the Human Resources mission, vision, values, goals, strategic plan, programs and policies as well as direct supervision, coaching and mentoring of Human Resource staff responsible to carry out program functions and responsibilities. The Human Resources Director is a member of the City's Leadership Team and serves as the City's Safety Administrator. This position is responsible for a variety of highly confidential and sensitive information.

### SUPERVISION

This is a supervisory position. This position supervises assigned employees, which includes: scheduling and assigning work; mentoring, coaching, and training; developing work plans and reviewing work for completion; evaluating performance and providing necessary feedback to employee; setting work standards; imposing or effectively recommending necessary disciplinary action; responding to grievances; and making or effectively recommending hiring and termination decisions.

### ESSENTIAL FUNCTIONS – DUTIES & RESPONSIBILITIES

*An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks which an employee may be expected to perform. Duties and responsibilities are subject to change by the employer as the needs of the employer and requirements of the job change.*

It is the responsibility of every employee to represent the City of Keizer by responding to the public, citizens, its employees, and others promptly, professionally and with courtesy. This includes regarding everyone, internal and external, as a customer and delivering the best service possible in a respectful and patient manner. Additional responsibilities include assisting other staff in the performance of their duties as assigned and operating a motor vehicle safely and legally while on City business.

#### **50% Personnel, Policy & Employee Relations**

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Develops, implements and continuously evaluates HR mission, values, goals and programs. Monitors and enhances customer service provided by HR functions. Evaluates and implement changes to HR functions, processes and procedures. Provides oversight to all HR programs and functions, including recruitment and selection, staffing, benefits administration, employee and labor relations, performance management, compensation, classification, safety, training, policy development, information and record keeping/processing, and workers' compensation. Ensures compliance with all Federal, State and local employment laws.

Serve as advisor to City Manager and City Council to provide HR perspective to discussions on city-wide programs and policies. Serves as liaison to Departments regarding HR policies, procedures, practices and issues. Ensures compliance with relevant laws and regulations.

Develops and implements personnel policies and procedures. Ensures that policies comply with state and local laws and remains current on relevant legislation. Interprets, provides consultation, researches and assesses impacts of new laws and/or court rulings with regard to personnel policies and practices. Answers questions from employees, supervisors and managers regarding a wide variety of human resources issues and personnel policies, practices and procedures.

Serve as City's EEO/Affirmative Action Officer. Responds to complaints regarding protected class harassment or discrimination.

Oversees recruiting, interviewing and orientation of applicants to ensure qualified candidates for City positions, including meeting with City staff to assess recruitment needs. Identifies and develops recruitment and selection process components. Writes job announcement brochures, advertising copy, supplemental questionnaires and other selection activities as needed to support HR Generalist. Conducts exit interviews.

Develops, oversees and coordinates the performance management program and related activities. Counsels employees and managers on performance management issues. Assists supervisors with developing performance management strategies for specific situations (e.g. work plans, disciplinary actions, etc.).

Responsible for labor relations and acts as lead negotiator for the City in union negotiations. Develops bargaining strategy and costing of proposals in collaboration with appropriate members of the Leadership Team. Prepares proposals, provides bargaining updates to City Council and facilitates discussion to obtain Council approval for strategy. Prepares and assists contracted attorney with preparing for interest arbitration.

Monitors and facilitates employee relations issues and counsels management and employees accordingly. Conducts or participates in pre-disciplinary fact-finding and disciplinary hearings. Composes, drafts or assists supervisors in drafting disciplinary letters.

Responds to grievances or assists Supervisors/Managers with grievance responses. Serves as City Manager's designee to respond to grievances that advance to the City Manager. Prepares or assists contracted attorney with preparation for grievance arbitration.

Consults with contracted legal counsel and City Attorney as appropriate, and/or as directed by the City Manager on personnel matters.

### **30% Compensation & Benefits**

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Oversees the administration and maintenance of employee classification and compensation plans including request for proposal process. Determines appropriate job classifications and develops job descriptions. Coordinates city-wide salary surveys and performs individual position surveys; responds to survey information requests from other employers.

Reviews and provides recommendations on approval of requests for compensation-related actions that deviate from policy, collective bargaining agreements or accepted practice.

Ensures compliance with federal and state regulations relating to benefit administration and compliance.

Develops and implements new benefit programs.

Oversees and supports HR Generalist in administration of employee benefit program, including medical, dental, life, long term disability, flexible spending accounts and retirement.

Develops and monitors contracts with consultants and insurance companies.

Resolves complex compensation and benefits issues. Coordinates COBRA benefits.

Provides statistical data and trend analysis. Coordinates benefit committee meetings and meetings with benefit advisors and vendors. Reviews contracts, researches and communicates benefit programs and options.

### **10% Risk Management**

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Oversees and supports HR Generalist in administration of the City's risk management programs, including workers' compensation, safety and employee health and wellness programs. Ensures compliance with federal and state regulations.

Researches, recommends and facilitates alternative duty opportunities where possible and appropriate.

Serves as the City liaison with insurance carriers, brokers and third-party administrators.

Administers safety training programs. Provides staff support and serves as Director level representative on Safety Committees.

Reviews, estimates and evaluates insurance coverages. Identifies and assesses workers' compensation concerns and exposure as well as claims loss statistics and trends.

Manages contract between the City and third party administrator for workers' compensation claims to assure timely resolution of claims. Monitors and investigates workers' compensation issues and reviews case outcomes.

## **10% Administration**

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Responsible for staffing, staff planning, conducting performance appraisals on direct reports in Human Resources Department, ensuring compliance with training requirements and developing direct reports.

Coordinates with other city departments on personnel services costs and HR related operating equipment and supplies, including but not limited to workers' comp, unemployment, safety committee, medical testing, legal, recruitment and training. Prepares budget information relative to Human Resources operations, including but not limited to HR staff travel and training and operating equipment and supplies. Monitors and documents expenditures assuring compliance with approved budget.

Serves as a member of the management team representing human resources programs and participating in City-wide policies. Represents the department on interdepartmental projects and issues with Council. Serves as staff liaison to the Personnel Policy Committee and conducts special projects as assigned by the City Manager.

Oversees the Human Resources Information System (HRIS) to ensure that department managers and supervisors have access to information that will assist them in the operation of their department and that appropriate and timely information is available for strategic planning.

Responds to requests from the media, public, regulatory agencies and other government jurisdictions for Human Resources related information. Coordinates with Leadership Team members on media releases based on subject matter. Maintains public and employee awareness of City issues related to Human Resources by developing and disseminating information including news releases, Q & A documents and flyers. Responds to public requests and media inquiries.

Represents the City of Keizer by responding to the public, citizens, its employees, and others in a prompt, professional and courteous manner. Regards everyone, internal and external, as a customer and delivers the best service possible in a respectful and patient manner.

Assists other staff in the performance of their duties as assigned. Maintains regular job attendance and adherence to working hours. Operates a motor vehicle safely and legally.

## **PHYSICAL DEMANDS – SAFETY – WORKING CONDITIONS**

*The physical demands (including lifting, mobility, movement and manual dexterity), work environment and working conditions described below 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 disabilities to perform the essential functions.*

### **Physical Demands**

In the performance of job duties, the employee is frequently required to sit; talk or hear; walk; use hands to finger, handle, or feel objects, tools, or controls; bend; and reach with hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 10 pounds and infrequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close, distance, color and peripheral vision; depth perception; and the ability to adjust focus. Manual dexterity and coordination are required to perform the work. This is used while operating equipment such as a personal computer and various software programs, motor vehicle, phone, calculator, copy and fax machines, and other related tools and equipment.

### **Safety**

Employees must maintain a safe work environment by complying with City and Department safety policies and rules and by practicing safety while performing the essential functions of the position. This supervisory position is responsible to actively support safety and loss control measures for the City as a whole and to maintain accountability for safety and loss control issues within the department.

### **Work Environment/Working Conditions**

In the performance of the job duties, the employee will perform the majority of this job in an office environment under usual office working conditions. The noise level in the work area is typical of most office environments, with telephones, personal interruptions and background noises. Duties include contact with employees and customers in conflict situations.

Contact with the news media regarding human resources matters including sensitive, difficult or controversial issues. In addition, the position requires frequent use of interpersonal skills, teamwork, customer service skills and discretion; continuously using decision-making skills, problem analysis, negotiation, independent judgment and/or independent action.

Occasional travel includes local and regional meetings and regular visits to work sites that may contain chemicals, machinery or heavy equipment (e.g. Police & Public Works Operations). May be required to work evenings and weekends.

## **MINIMUM QUALIFICATIONS**

### **Education & Experience**

Bachelor's degree in Human Resources, Business Administration, Public Administration or related field from an accredited school, including education or training in specific Human Resources topics and law, and a minimum of five years of progressively responsible human resources management, including at least three years at the senior management level and at least two years supervisory experience, or any equivalent combination of education and experience which provides the knowledge, skills and abilities to perform the essential functions and responsibilities of the position.

### **Knowledge of:**

- Principles, practices and procedures of human resources management, including labor relations, compensation, organizational design and behavior and benefits administration.
- Management and supervisory principles, practices and methods.
- Local, state and federal laws governing human resources.
- Safety principles, methods and procedures.
- Budget concepts, budget preparation and payroll procedures.

### **Skill & Ability to:**

- Communicate effectively in oral and written form. Present facts and recommendations to employees, management, elected officials, public groups and boards.
- Establish and maintain effective working relationships with employees, management staff, representatives of governmental and community agencies and the public.
- Maintain professional integrity of sensitive and confidential information. Conduct investigations and obtain data necessary to evaluate solutions to complex problems and issues with multiple variables.
- Consult with and coach Department Directors, supervisors and employees regarding conflict or developmental situations.
- Identify significant human resources issues, think conceptually, analyze data and information and formulate reasonable conclusions and effective solutions.
- Interpret and apply federal, state and local laws, policies, rules and regulations. Read, analyze and interpret professional and technical journals, reports and legal documents. Apply generalized theory to specific situations.
- Develop and administer personnel policies, performance appraisal systems, training and other programs.
- Proficiently use personal computers, word processing, spreadsheet and graphics software applications.
- Prepare complex reports, correspondence and records.
- Apply and adapt practices and techniques to the meet requirements of management, employees and changing organizational dynamics.
- While maintaining excellent customer service, work efficiently to manage projects under deadline pressure and in a significantly lean staffing model.
- Select, supervise, coach and evaluate assigned staff.

### **Licenses, Certifications & Other Requirements**

- Possession of or ability to obtain a valid Oregon drivers' license.
- SHRM (PHR/SPHR) or IPMA (IPMA-CPI/IPMA-CS) certification preferred.