



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.

Class Title:	Human Resources Director	Effective Date:	June 1, 2023
Working Title:	Human Resources Director	Type:	Management/Supervisory
Department:	Human Resources	Supervisor:	City Manager
FLSA Status:	Exempt	Supervises:	Human Resources Generalist

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 values, goals, 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 Executive Leadership Team and serves as the City's Safety Administrator. This position is responsible for a variety of highly confidential and sensitive information. As a Department Director, assumes the duties of the City Manager as assigned.

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 holding themselves accountable to the City's Customer Service Principles of being Knowledgeable, Friendly, Empathetic, Trustworthy, Communicative and Helpful. 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.

40% Personnel, Policy & Employee Relations

Develops, implements, and continuously evaluates HR values, goals, and programs. Monitors and enhances customer service provided by HR functions. Evaluates and implements 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, health & wellness and workers' compensation. Monitors and addresses compliance with all Federal, State and local employment laws.

Serves as advisor to City Manager and City Council by providing HR perspective to discussions on city-wide programs and policies. Serves as liaison to Departments regarding HR policies, procedures, practices, and issues. Monitors and addresses compliance with relevant laws and regulations and promotes adoption, maintenance, and review of best practices.

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. professional development, work plans, disciplinary actions, etc.).

Shares responsibility for labor relations with the Chief of Police, Public Works Director and City Manager. Acts as lead negotiator for the City in Public Works union negotiations and acts in varying roles as requested in Police 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 legal counsel 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 legal counsel 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 or other matters that have a potential human resources impact.

35% Compensation & Benefits

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

Reviews and provides recommendations on 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.

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.

15% Risk Management

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 and updates the Safety Manual as needed. Provides staff support and serves as Director level representative on Safety Committees. Coordinates activities of the Executive Risk Management Team.

Reviews, estimates, and evaluates insurance program components. 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 with specific emphasis on reducing possibility of future incidents.

10% Administration

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

Coordinates with other city departments on personnel services costs and HR related operating equipment and supplies, including but not limited to insurance, retirement, 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, operating equipment and supplies, and health & wellness program expenses. Monitors and documents expenditures assuring compliance with approved budget.

Serves as a member of the management team representing human resources programs. Represents the department on interdepartmental projects, development of City-wide policies and addressing 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.

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 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.

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, frequent 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.

Licenses, Certifications & Other Requirements

Pass a comprehensive background investigation.

ADDITIONAL QUALIFICATIONS

Knowledge

- 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

- 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 resolution 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 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 and maintain a valid Oregon driver license.
- HRCI, SHRM, or IPMA certification required at hire.