

CLASS SPECIFICATION

Human Resources Manager

Code Number: _____

GENERAL PURPOSE

Under policy direction, plans, organizes, manages, directs and participates in the design, development and implementation of comprehensive Commission-wide human resources and employment programs and services; provides expert professional assistance and guidance to Commission management on human resources, employee relations, benefits, pension, training, safety and wellness and related matters; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This single position class is responsible for managing and integrating broad, comprehensive human resource programs and employee relations services for the Commission to achieve effective utilization and development of Commission staff, good morale and productivity, employee safety and well being and effective communications between management and employees. The incumbent provides leadership in institutionalizing and operationalizing the Commission's Core Values and commitment to quality and customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

Plans, organizes, controls, integrates and evaluates the work of the Human Resources section and its impact agency-wide; with staff, develops, implements and monitors long-term plans, goals and objectives focused on achieving the Commission's and section's mission and assigned priorities; supervises and participates in the development of and monitors performance against the section's annual budget and the Commission-wide training budget; manages and directs the development, implementation and evaluation of plans, policies, systems and procedures to achieve long-term and annual goals, objectives and work standards; with staff, establishes activity measures and measurements of accountability for the section; prepares board reports and makes presentations before the Housing Commission and Housing Authority.

Plans and evaluates staff performance; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the Commission's personnel policies and Memoranda of Understanding.

Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving the section's and the Commission's mission, strategic plan, objectives and Core Values.

Develops, implements and administers comprehensive human resources management programs, policies, guidelines and procedures across all Commission sections, consistent with state and federal requirements and sound professional principles and practices; confers with and coordinates the implementation of programs, policies and practices with managers and supervisors; provides expert advice to managers and supervisors on a wide range of human resource management and equal employment opportunity issues and practices, many of which are sensitive and confidential in character.

Serves as a member of the Commission's negotiating team and administers labor contracts after agreement is reached; advises executives, managers and supervisors on employee relations matters, including grievance and disciplinary procedures and actions; represents or supervises representation of the Commission in grievance and disciplinary actions; works with bargaining unit representatives to resolve problems; proposes and implements new and revised personnel policies and contract agreements.

Directs and supervises staff serving as liaison to assigned sections and personally performs liaison responsibilities with executive staff and designated sections; directs and participates in recruitment, testing, selection and pre-employment activities for all positions; directs the development and maintenance of comprehensive classification, compensation and reward systems; conducts sensitive and confidential organization studies; conducts and approves classification studies; directs and participates in the design, development and administration of performance appraisal practices and programs.

Directs the assessment of training needs and delivery of employee and management training and development programs, directly or through other agencies or outside vendors; with the Equal Opportunity and Contracts Officer, addresses equal opportunity and diversity training issues; administers a tuition reimbursement program; proposes and directs administration of a comprehensive program of Section 125 flexible benefits, retirement and deferred compensation and other benefits plans; negotiates or directs the negotiation of benefit plan provisions and rates.

Directs and oversees administration of safety and wellness programs, including employee health and safety analysis and safety training programs; directs the administration of workers' compensation, return-to-duty/light and unemployment insurance programs and activities.

Participates in the Commission's equal opportunity programs, including the investigation and resolution of discrimination and other complaints; represents the Commission in dealing with state and federal compliance agencies and in hearings and litigation on employment matters; works with and assists outside labor counsel in developing and presenting the Commission's position for hearings and litigation.

Develops, proposes and interprets Commission administrative regulations, contract agreements, policies, procedures and precedents for managers, supervisors and employees.

Monitors developments in areas of responsibility; analyzes proposed state and federal law, regulations and court decisions for their impact on Commission practices and operations; recommends and implements policy and procedure changes consistent with requirements; directs or conducts research and analysis of human resource, employee relations and risk management needs, recommends appropriate actions and implements programs.

OTHER DUTIES

Approves all employee 'personnel and pay' actions; directs the maintenance of personnel records and HRIS databases.

Serves on the Commission's Retirement Plan Investment Committee.

Represents the Commission with professional and community groups and committees.

Directs summer youth, intern, volunteer, HUD Section 3, temporary employment, employee assistance and other specialized programs.

Oversees the Commission's Threat Assessment and Crisis Response team and associated activities.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Theory, principles, practices and techniques of public personnel administration, including recruitment, testing, selection, equal employment opportunity, employee relations, classification and job analysis, compensation, benefits design and administration, employee and management development, and performance planning and appraisal; principles and practices of labor management relations, including negotiation and contract administration techniques; principles, practices and techniques of administering employee health, pension, worker's compensation, unemployment and safety programs; federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility; principles and practices of public administration, including budgeting, purchasing and contracting and the maintenance of public records; research methods and analysis techniques; Commission functions and associated human resource management issues; organization and functions of a public board; trends and practices in human resource management; Commission administrative regulations, personnel policies and Memoranda of Understanding; principles and practices of effective management and supervision.

Ability to:

Analyze and make sound recommendations on complex human resources management issues; plan and direct a broad, centralized human resource management program; understand, interpret, explain and apply Commission, state, and federal policy, law, regulation and court decisions governing the Commission's human resource management program; present proposals and

recommendations clearly and logically in public meetings; represent the Commission effectively in negotiations and other dealings with bargaining representatives on a variety of issues; evaluate human resource management practices and make sound recommendations for improvement; develop and implement appropriate procedures and controls; prepare clear, concise and comprehensive correspondence, reports, studies and other written materials; exercise sound, expert independent judgment within general policy guidelines; exercise tact and diplomacy in dealing with sensitive, complex and confidential personnel issues; diffuse and/or mediate emotional and volatile situations; establish and maintain effective working relationships with all levels of management, bargaining unit representatives, other governmental officials, employees, applicants, vendors and the public.

Training and Experience:

A typical way of obtaining the knowledges, skills and abilities outlined above is graduation from a four-year college or university with a major in public or business administration, human resources, psychology, or a closely related field; and eight years of progressively responsible human resource management experience, including labor management relations, at least four of which were in a supervisory or management capacity; or an equivalent combination of training and experience. Experience in a governmental setting is preferred.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person, in meetings and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. The employee is frequently required to walk and stand.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines and interact with managers, staff, bargaining unit representatives, other governmental officials, applicants, vendors and the public, some of whom may be dissatisfied, angry and/or abusive.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.