

	Job Classification:	Human Resources Manager
	Representation:	Management and Confidential Unit
	Wage Schedule Range:	27
	FLSA:	Exempt
	Effective Date:	January 15, 2013
	Revision Date:	May 2019

Classification specifications, i.e. job descriptions are intended to present a descriptive summary of the range of duties and responsibilities performed by an incumbent in the classification. Furthermore, specifications are intended to outline the minimum qualification for entry into the classification and not intended to reflect all duties and responsibilities of an incumbent in the classification.

Summary

Under general direction, this single position classification is responsible to plan, organize, direct, and manage the activities and operations of the Human Resources Department for the District; oversee and direct the comprehensive organization-wide human resources management programs including recruitment, selection, employment, classification, compensation, employee and labor relations, employee development and training, employee performance appraisal, benefit programs, safety and occupational health, workers' compensation and other services; provide expert professional assistance and guidance to District management and employees. Responsibilities also include policy and program development, developing and accomplishing District objectives and goals within guidelines established by the General Manager and/or Board of Directors. Assignments may be broad in scope and may allow for a high degree of administrative discretion in execution.

Supervision Received and Exercised

Direction is given by the General Manager. Direct and general supervision is exercised to Human Resources staff.

Essential Duties - *The following duties are typical for this position. Depending upon the assignment, the employee may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address District needs and changing business practices. The omission of specific statements of duties does not exclude the position if the work is similar, related or a logical assignment to the class.*

- Develop and accomplish District objectives and goals for respective departments within guidelines established by the General Manager and the Board of Directors.
- Manage and integrate detailed, broad, and comprehensive human resources management programs, policies and services for the District to achieve effective utilization and development of District staff, good morale and productivity.

- Conduct administrative and/or human resources management studies, research and analysis relating to the activities and operation of the Human Resources department.
- Provide assistance to management and other professional staff; participate in and provide staff support to a variety of committees and boards; prepare and present staff reports and other correspondence as appropriate and necessary.
- Participate in planning, coordinating, developing, implementing, promoting, and overseeing assigned programs, projects, and initiatives; participate in the development and implementation of District goals, objectives, policies, procedures, and priorities; participates in the development and implementation of strategies for the achievement of these goals.
- Responsible for the effective development and management of District's labor relations program.
- Participate in the identification, planning, development, implementation, and tracking of new and/or modified programs that would promote and enhance the mission, goals, and objectives of the District's Human Resources department.
- Respond to requests for information and provide information and assistance to employees and other agencies regarding the classification, compensation and benefits plans and programs, employee policies, Memoranda of Understandings, and any other Human Resources questions.
- Collaborate with other departments to develop, implement, and administer District employee training objectives including legally mandated programs, and safety training requirements.
- Maintain confidential official employment records files in accordance with current legal requirements.
- As authorized, attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of Human Resources.
- Manage the negotiation, development, day to day application of Memoranda of Understandings/Agreements with recognized employee groups.
- Assist in developing and administering the annual operating budget for the HR department.
- Manage, train, motivate, and evaluate assigned personnel.
- Establish and maintain an effective and cooperative working relationship with coworkers through knowledge of work, personal and professional conduct, and good judgment.
- Regular attendance and adherence to a personal work schedule to efficiently and effectively conduct job responsibilities and provide required support to other departments of the District.
- Perform related duties as assigned or required for the ongoing operation of the District's business.

Qualifications - Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying.

Knowledge of:

- Organization and operation of a human resources management program in the public sector, including negotiation techniques and MOU administration.
- Human resources policies, procedures, rules and regulations related to compensation and benefit programs, recruitment and selection, classification plan maintenance, employee relations, PERS and related functions.
- Basic techniques and formulas for data collection in the development of comparative analyses reports.
- Methods and techniques of effective technical, administrative, and financial record keeping, report preparation and presentation.
- Current human resources trends and developments, technology, research methods, current literature, and sources of information related to assigned programs and services.
- District, local, California government, organizations and functions of public sector elected officials.
- Basic principles and practices of best practices program development and administration.
- Principles, practices and resources necessary to develop a program for effective customer relations and customer account maintenance activities.
- Communication techniques for providing a high level of customer service to public and District personnel in person, or via other methods such as correspondence, telephone, digital or other mediums.
- Pertinent federal, state, and local laws, codes and regulations.
- Principles of personnel management including supervision, work planning, training, employee development and annual performance evaluations.
- Recognize and resolve conflict situations in the work place, including planning for them, solving them when they occur, and communicating outcomes reached.
- Computer applications related to the work, including word processing, database and spreadsheet applications, presentation tools, and familiarity with Web-based applications, social media and mobile applications.
- Modern office procedures, methods and equipment including: computers and various software packages.
- Methods and techniques used in providing excellent customer service.
- Proper English usage: spelling, grammar, and punctuation.
- Arithmetic and basic mathematical calculations, including percentages and decimals.
- Principles and practices of effective customer service.
- Microsoft Office Suite programs for word processing and spreadsheets.
- Standard business practices such as letter writing, report writing, preparing informational materials in visual formats.

- English language usage, spelling, grammar, and punctuation.

Ability to:

- Build employee confidence and morale.
- Exercise good judgment; communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Manage a comprehensive centralized human resources management program.
- Participate in the development and administration of goals, objectives and procedures of the District for respective departments.
- Train and successfully navigate challenging and difficult customer services activities.
- Maintain humor and convey a professional demeanor which instills a sense of confidence and purposefulness for a team.
- Perform complex analysis and research, identify alternative solutions, project consequences of proposed actions, and implement recommendation in support of goals.
- Deal tactfully with the public and others in providing information, answering questions, and explain District policies and procedures.
- Respond to and effectively prioritize phone calls, requests, and interruptions.
- Successfully develop, control and manage departmental budget and expenditures.
- Formulate, evaluate, and administer policy objectives.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Prepare clear, concise, and comprehensive administrative and technical reports.
- Exercise good judgment, and maintain confidentiality in maintaining critical and sensitive information.
- Maintain a high level of confidentiality with discretionary knowledge.
- Respond and perform assigned duties even when under pressure.
- Plan, coordinate, and organize work to meet deadlines with accuracy, thoroughness, and attention to detail.
- Be adaptable to performing under varying levels of stress; and to deal with people beyond giving and receiving instructions.
- Work independently and prioritize multiple tasks often under time constraints and with limited supervision.
- Recognize and resolve conflict situations in the work place, including planning for them, solving them when they occur, and communicating outcomes reached.
- Provide leadership and management of the department through coaching and facilitating employees working in a team environment.
- Adapt to changing technologies and learn functionality of new equipment and systems.

- Plan, coordinate, and organize work to meet deadlines with accuracy, thoroughness, and attention to detail.
- Work independently and prioritize multiple tasks often under time constraints and with limited supervision.
- Read, understand and carry out written and oral directions in a clear, concise, and consistent manner.
- Operate a computer with a high level of proficiency for the effective operation of the Department, including word processing, database, spreadsheet, presentation, email, internet, and an integrated accounting software.
- Operate a variety of automated office machines typical of a work environment such as a multi-function printer/copier/scanner machine, fax machine, and laminator.
- Communicate clearly and concisely both orally and in writing with District staff, co-workers, consultants and the public in one-to-one and group settings.

Education and Experience – *Any combination of education and experience which would likely provide the necessary knowledge and abilities is qualifying:*

- A Bachelor’s degree from an accredited college or university with major course work in human resources, public administration, business administration, or a related field.
- A minimum of eight (8) to ten (10) years of responsible technical and administrative experience.
- Technical and/or administrative support experience in a public sector is highly desirable.

Licenses and Certifications

- Professional in Human Resources (PHR) certification through the Society of Human Resources Management (SHRM), or any equivalent certification from an accredited college, university or certificates from any California Human Resources/Labor Relations organization is highly desirable.

Physical Requirements

While performing the duties of this job, the employee is regularly required to sit at a desk and in meetings for long periods of time, on a continuous basis; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation with fingers; reach with hands and arms; use a telephone or other electronic communication devices; stand for long periods of times; communicate orally and through written means; use standard office equipment such as computers, copiers, and FAX machines; write or use a keyboard to perform assigned duties; bend, squat, stoop, crouch, climb, kneel and twist while checking equipment; occasionally climb stairs, stoop, kneel, crouch, or walk and/or stand on slippery surfaces; occasionally lift and/or move up to 25 pounds; hearing and vision within normal ranges with or

without correction. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

Work is generally carried out in a typical office setting. While performing the duties of this job, the working conditions are those of a typical office environment, with temperatures occasionally too warm or too cold, moderate noise levels and under lighting conditions typical of an office. Travel may be necessary on an occasional basis via District vehicle (or may request to use personal vehicle) for District related duties and activities.

Additional Requirements

- 18 years of age.
- Valid California Driver's License issued by the California Department of Motor Vehicles.
- Eligible to work in the United States.