



## Human Resources Director

***Purpose of the role:***

Under the direction of the City Manager, plans, organizes, directs, and manages the activities and operations of the Human Resources Department; oversees and directs comprehensive City-wide human resources management programs including recruitment, selection, employment, classification, compensation, employee relations, management and employee development, performance appraisal, benefits, safety and occupational health, and other services; coordinates assigned activities with other divisions, departments, and outside agencies; provides expert professional assistance and guidance to City management in human resources and employee relations matters; provides highly responsible and complex administrative support to the City Manager; and performs related duties as assigned.

***Distinguishing Characteristics:***

The Human Resources Director is a department head with responsibility for policy development, program planning, fiscal management, administration and operational direction of all departmental functions. The incumbent is responsible for developing and accomplishing department objectives and goals within guidelines established by the City Council and City Manager. Assignments are broad in scope and allow for a high degree of administrative discretion in their execution.

The Human Resources Director is responsible for managing and integrating broad, comprehensive human resources management programs and services for the City to achieve effective utilization and development of City staff, good morale and productivity, and effective communications between management and employees. Incumbents in this class are responsible for developing and implementing the Department's goals and objectives and for planning, organizing, and directing the work of subordinate staff.

***The following duties are typical for this classification. Incumbents 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 business needs and changing business practices.***

***Essential Duties and Responsibilities:***

- Plans, organizes, controls, integrates, and evaluates Human Resources Department activities and operations; develops, implements, and monitors long-term plans, goals, and objectives focused on achieving the department's mission and priorities; manages and directs the development, implementation, and evaluation of plans, policies, systems, and procedures to achieve annual goals and work standards.

- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and other rewards to recognize performance; recommends disciplinary action, up to and including termination, in accordance with the City's Human Resources Rules and Regulations.
- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate services and staffing levels.
- Provides leadership and works with staff to develop and retain highly competent, customer service-oriented staff through selection, compensation, training, and day-to-day management practices that support the City's mission and values.
- Directs the development of and monitors performance against the annual department budget; approves the forecast of funds needed for staffing, equipment, materials, and supplies; approves expenditures and implements budgetary adjustments as appropriate and necessary.
- Develops, implements and administers comprehensive human resources management programs, policies, rules, regulations and procedures across all City departments, consistent with state and federal requirements and sound professional principles and practices; confers with and coordinates the implementation of programs, rules and policies with City departments; provides expert advice to City managers and supervisors on a wide range of human resource management issues and practices.
- Under the direction of the City Manager, serves as the City's chief spokesperson; negotiates, presents for approval, and administers Memoranda of Understanding after agreement is reached.
- Advises the City Council, City Manager, department heads, and other managers on employee relations matters including grievance and disciplinary procedures and actions; represents the City in grievance and disciplinary actions; works with employee organizations to resolve problems; proposes and implements new and revised human resources rules and regulations.
- Interprets City rules, regulations, policies and procedures for managers and employees; provides individual counseling services.
- Directs recruitment, testing, and selection activities for all City positions as well as the administration of the City's classification and compensation plans; directs the development and maintenance of comprehensive classification and compensation plans; approves completed classification studies; administers the City's pay-for-performance and exceptional service programs.

- Directs and conducts programs of employee and management training and development.
- Proposes, develops, and administers the City's benefits programs.
- Serves as the City's safety officer and administers safety and safety training programs; makes determinations on all on-duty injuries and workers' compensation claims.
- Administers a variety of related programs including the employee computer purchase program, tuition reimbursement program, City Hall's Volunteer programs, ergonomics programs, Risk Management programs, AED's, DOT/Substance Abuse programs, and emergency preparedness programs.
- Directs the maintenance of central human resources records.
- Provides staff assistance to the City Manager; completes special projects as assigned; represents the City at various meetings and events; prepares and presents staff reports and other necessary correspondence.
- Maintains current knowledge of new trends and innovations in the field of human resources; attends and participates in professional group meetings; participates in professional development activities; reads publications relevant to area of assignment.
- Monitors developments in areas of responsibility and analyzes proposed state and federal law and regulations and court decisions for their impact on City practices and operations; recommends and implements policy and procedure changes consistent with requirements; directs or conducts research and analysis of human resource and employee relations needs, recommends appropriate actions and implements programs.
- Serves as the City's media spokesperson on human resource and labor relations issues; serves as the City's representative on professional and community boards and committees; explains, justifies, and defends assigned programs, policies, and activities; negotiates and resolves sensitive and controversial issues; responds to and resolves difficult and sensitive citizen inquiries and complaints.
- Performs related duties as required.

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

***Desired  
Minimum  
Qualifications:***

Knowledge of:

- Operational characteristics, services, and activities of a comprehensive human resources management program.

- Theory, principles, practices, and techniques of public human resources 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.
- Trends in human resource management.
- Principles and practices of labor relations including negotiating techniques and MOU administration.
- Principles and practices of program development and administration.
- Principles and practices of municipal budget preparation and administration.
- Principles and practices of management, supervision, training, and performance evaluation.
- Pertinent federal, state, and local laws, codes, and regulations as well as applicable court decisions.
- Research methods and market analysis techniques.
- City functions and associated human resources management issues.
- Organization and functions of an elected City Council.

Ability to:

- Manage and direct a comprehensive centralized human resources management program.
- Manage and coordinate the work of lower level staff.
- Select, supervise, train, and evaluate staff.
- Participate in the development and administration of division goals, objectives, and procedures.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Perform complex analysis and research, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Prepare and administer large and complex budgets.
- Prepare clear, concise, and comprehensive administrative and technical reports.
- Read and interpret complex data, information, and documents.
- Present proposals and recommendations clearly and logically in public meetings.
- Negotiate effectively with employee organizations on a variety of issues.
- Evaluate human resource management practices and make sound recommendations for improvement.
- Develop and implement appropriate procedures and controls.
- Exercise sound, expert independent judgment within general policy guidelines.
- Exercise tact and diplomacy in dealing with sensitive and complex human resources issues and employee situations.
- Work on multiple, concurrent projects with strict deadlines and with frequent interruptions.
- Utilize standard office equipment including computers and related software applications.
- Understand, interpret, explain and apply applicable federal, state and local policies, laws and regulations as well as court decisions governing the City's human resource management program.

- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

**Competencies:**

- Team Builder
- Strategic Thinker
- Results Oriented
- Planner and Organizer
- Interpersonally Effective
- Problem Solver and Decision Maker
- Technically Knowledgeable

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

**Education and Experience Guidelines:**

**Education:**

A Bachelor's Degree from an accredited college or university with major course work in human resources, public administration, business administration, psychology, or a closely related field. A Master's Degree is desirable.

**Experience:**

Eight years of increasingly responsible professional human resources management experience including two years of management and administrative responsibility and labor management relations experience. Experience in a governmental setting is preferred.

**Licenses; Certificates; Special Requirements:**

A valid Class C California driver's license is required.

**Physical and Environmental Conditions:**

**Physical:** Sufficient physical ability to work in an office setting with some travel to attend meetings; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; and operate office equipment. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

**Environment:** : Standard office setting; interact with officials, City staff, representatives of employee organizations, applicants, other governmental officials and the public.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

*Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.*

Date Adopted: 7/5/03

Date Revised: 3/17/04