

HUMAN RESOURCES MANAGER

This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.

DEFINITION

Under general direction, directs, manages, supervises, and coordinates assigned activities, operations, and programs within the Human Resources Department; coordinates assigned activities with other divisions, departments, and outside agencies; provides highly responsible and complex administrative support to the Director of Human Resources; and performs duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Human Resources. Exercises direct supervision over supervisory, professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification responsible for managing the activities, operations, and programs of OC San's Human Resources Department. The position is responsible for developing and implementing policies and procedures for assigned division(s), short- and long-term planning, budget administration and reporting, and coordination of key programs/projects with other OC San divisions and departments and external agencies. This classification applies advanced management principles and strategic thinking to decisions that impact the organization as a whole and the public being served. Positions generally serve as advisors and contributors to executive management on policies, procedures, and major OC San initiatives.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

The following essential job functions are typical for this classification. Incumbents may not perform all of the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices.

- Assumes management responsibility for assigned Human Resources services and activities including classification and compensation, performance management, employee benefits, employee/labor relations, human resources information systems, employee development, recruitment and selection, employee services; and administers negotiated labor contracts.
- Manages and participates in the development and implementation of goals, objectives, policies, procedures, and priorities for assigned programs; recommends and administers policies and procedures.
- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels by monitoring effectiveness of work performed and reviewing business practices and performance metrics; recommends, within departmental policy, appropriate service and staffing levels.
- Plans, organizes, assigns, supervises, and reviews the work of human resources staff; selects, trains, motivates, and directs staff; evaluates performance, works with employees on performance issues and corrects deficiencies, implements discipline and termination procedures; and responds to staff questions and concerns.

- Oversees and participates in the development and administration of the department's annual budget; participates in the forecast of funds needed for staffing, employee development, benefits, equipment, materials, and supplies; analyzes variances and provides financial status; monitors and approves expenditures; implements adjustments.
- Investigates charges of alleged employment discrimination; represents OC San to government agencies, attends hearings, and produces documents supporting OC San's position.
- Develops and conducts OC San wide human resources training and education programs; provides OC San management and the Board of Directors with guidance and counsel on all matters having human resources impact; fosters an atmosphere of productivity and harmony.
- Advises and provides counsel to OC San management, staff, and the Board regarding status of state and federal legislation and regulations concerning human resources issues; provides assessment of compliance requirements and makes recommendations for updates.
- Provides staff assistance to the Director of Human Resources; prepares and presents staff reports and other necessary correspondence; oversees the development and submission of state-mandated and regulatory reports; prepares agenda reports for informational and action items; conducts a variety of organizational studies, investigations, and operational studies.
- Serves as a liaison for the Human Resources Department to other divisions, departments, elected officials, and outside agencies.
- Serves as staff on a variety of boards, commissions, and committees; prepares and presents staff reports and other necessary correspondence; provides reports to OC San committees and the Board.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of human resources and employee development.
- Responds to and resolves difficult and sensitive citizen inquiries and complaints; negotiates and resolves sensitive and controversial issues.
- Ensures OC San's safety program and goals are implemented and carried out in the assigned division(s).
- Performs duties as assigned.

QUALIFICATIONS

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and practices of public administration including the organization, functions, and management of human resources.
- Business operations, services, and activities of comprehensive human resources, including employee and labor relations and benefits and compensation administration.
- Techniques and strategies utilized in investigations, negotiations, and dispute resolution.
- Principles and practices of budget preparation and administration.
- Labor law and collective bargaining trends.
- Applicable federal, state, and local laws, codes, and ordinances relevant to area(s) of responsibility.
- Methods and techniques of research, statistical analysis, and report preparation and presentation.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for effectively representing OC San in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Current equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the Human Resources Division.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Prepare and administer budgets; allocate limited resources in a cost-effective manner.
- Manage and direct comprehensive human resources programs.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Respond to and investigate inquiries and complaints and prepare an appropriate response; effectively resolve conflict within assigned area of responsibility; investigate, negotiate, and resolve complex issues.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of department goals and objectives.
- Provide OC San management and the Board with guidance and counsel on all matters having Human Resources impact.
- Conduct research, analyze, and interpret data, draw conclusions, and summarize and present information, reports, and data in an effective manner.
- Understand, interpret, apply, explain, and ensure compliance with all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed; interpret, explain, and ensure adherence to Memoranda of Understanding (MOU), applicable labor laws, and human resources policies and procedures.
- Maintain a high level of integrity and confidentiality when dealing with sensitive human resources issues and personal information.
- Effectively represent the department and OC San in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Independently organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Comply with safe work practices and procedures in the workplace.
- Provide a high level of customer service by effectively dealing with the public, vendors, contractors, and OC San staff.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Employment Standards:

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OC San.

1. Bachelor's degree from a college or university accredited by the U.S. Department of Education, with major coursework in human resources, psychology, business or public administration, or a related field.
2. Eight (8) years of increasingly responsible work experience in human resource administration, including two (2) years of progressively more responsible experience as project or technical lead or supervisory experience.

Licenses and/or Certifications:

None.

Disaster Service Workers:

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

PHYSICAL DEMANDS

- Mobility to work in a standard office setting and use standard office equipment, including a computer; this is primarily a sedentary office classification although standing in work areas and walking between work areas may be required; occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information; ability to lift, carry, push, and pull materials and objects up to 35 pounds.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

ENVIRONMENTAL ELEMENTS

- Office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

OTHER REQUIREMENTS

- Probationary Period: All OC San employees, except classifications considered "at-will", are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, policies, and/or resolutions. Employees who have not yet successfully completed their initial probationary period serve "at-will" and may be released from employment without cause or recourse to any appeal or grievance procedures.
- Pre-Employment: All employment offers are contingent upon successful completion of OC San's pre-employment process, which includes a background investigation, a physical examination, and a drug screen.
- Work Location Assignment: Employees will be assigned to a work location based on business needs which may be located at any/all of OC San locations; this work location may be changed at any time.