

HUMAN RESOURCES SUPERVISOR

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, supervises, assigns, reviews, and participates in the work of staff responsible for the development and administration of human resources programs including recruitment, performance management, employee relations, benefits administration, labor relations, training and development, and/or compensation and classification analysis; coordinates assigned activities with other OC San departments and outside agencies; ensures compliance with terms of Memoranda of Understanding (MOU) and human resources policies and procedures; ensures work quality and adherence to established policies and procedures; performs the most technical and complex tasks relative to assigned areas of responsibility; acts in the absence of HR management; and performs duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned managerial staff. Exercises direct supervision over assigned professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is the supervisory-level class in the Human Resources Division exercising independent judgment on diverse and specialized human resources functions with significant accountability and ongoing decision-making responsibilities associated with the work. Positions are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and providing support to assigned management staff in a variety of areas. This class is distinguished from the Human Resources and Risk Manager in that the latter has full management authority in planning, organizing, and directing the full scope of human resources operations and labor relations within the department.

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.

- Plans, prioritizes, assigns, supervises, reviews, and participates in the work of staff responsible for human resources programs and services.
- Provides leadership, guidance, and training to less experienced staff; promotes individual growth and development in the performance of work assignments in areas of responsibility.
- Establishes schedules and methods for providing human resource services; identifies resource needs; reviews needs with appropriate management staff; allocates resources accordingly.
- Participates in the development of policies and procedures; monitors work activities to ensure compliance with established policies and procedures; makes recommendations for changes and improvements to existing standards and procedures.
- Recommends and assists in the implementation of goals and objectives; identifies operational issues and develops strategies for resolution; implements approved policies and procedures.

- Participates in the selection of human resources staff; evaluates performance; works with employees to correct deficiencies; implements discipline procedures.
- Participates in the preparation and administration of the human resource program budget; submits budget recommendations; monitors expenditures.
- Oversees administration of strategic staffing and employment programs; works with management to ensure understanding of current and future workforce needs and implements improvements to staffing processes including sourcing and selection.
- Supervises and participates in career and succession planning and training; establishes links at organizational, group, and individual levels for improved/increased effectiveness and efficiency through learning; consults with management to determine training needs and makes recommendations for changes and improvements to existing standards and procedures.
- Reviews the work of contractors, consultants, and vendors providing employee development services to ensure OC San staff is receiving adequate training on equipment/services; recommends and provides additional training as needed.
- Develops and oversees the administration of a comprehensive employee benefits program, including plans such as retirement, health, life, dental, vision, long-term disability, employee assistance program, and Consolidated Omnibus Budget Reconciliation Act (COBRA); serves as liaison between OC San and various insurance carriers.
- Supervises leaves administration including ensuring legal and contractual compliance and developing return to work strategies.
- Oversees the administration of the classification and compensation programs including job analyses and classification studies of new and existing positions and conducting compensation studies for new and existing positions; oversees the development, implementation, and administration of compensation strategies and programs and classification plans.
- Participates in and oversees the design and development of the labor/employee relations programs, policies, and procedures; ensures compliance with new or proposed regulations and legislation; makes recommendations for changes and improvements to existing standards and procedures.
- Implements terms and conditions of the collective bargaining agreements; provides interpretation of the provisions found in the collective bargaining agreements; meets with labor representatives; reviews provisions with OC San staff to ensure consistent adherence to the terms and conditions.
- Serves as liaison to management during negotiations; conveys information to and from OC San's special legal counsel; initiates and participates in discussions and meetings to facilitate communications between management, labor representatives, and employees to resolve issues.
- Oversees investigations of employee relations issues and recommends appropriate actions to address and resolve such issues; negotiates settlement of grievances with bargaining units; represents OC San under established grievance procedures; reviews collective bargaining agreements, precedents, laws, and regulations to formulate OC San's position on issues; makes recommendations to management on conflict resolution.
- Oversees the administration of the performance management program, including training, forms management, enforcement, guidance on performance issues, and performance improvement plans.
- Performs the most technical and complex tasks of the work unit; prepares analytical and statistical reports on operations and activities; makes presentations to OC San employees and management regarding human resource administration.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of human resources; researches emerging products and enhancements and their applicability to OC San needs.
- Ensures compliance with all safety program rules, procedures, and protocols; ensures subordinates follow safety policies in work methods and procedures; enforces proper safety precautions while working in dangerous situations; educates employees on rules, regulations, safe work habits and potential hazards presented by their work environment.
- Performs duties as assigned.

QUALIFICATIONS

Knowledge of:

- 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.
- Applicable federal, state, and local laws, codes, and ordinances relevant to area(s) of responsibility.
- Principles and practices of budget development, administration, and accountability.
- Principles and practices of comprehensive human resources programs and labor/employee relations program development, implementation, and management.
- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Recent and ongoing developments, current literature, and sources of information related to assigned human resources programs including labor law and collective bargaining trends.
- Principles and practices of fiscal, statistical, and administrative research, record keeping, and report preparation.
- Methods and techniques of investigation, conflict resolution, and negotiation.
- Advanced principles and applications of critical thinking and analysis.
- Techniques for effectively representing OC San in contacts with governmental agencies, community groups, and various business, professional, regulatory, and legislative organizations.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- 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:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Effectively communicate, negotiate, resolve conflict, and influence behavior at all levels both internally and externally.
- Apply critical thinking and analysis to a broad range of situations and in decision making.
- Oversee administration of various human resources programs and labor/employee relations programs.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Investigate labor/employee relations issues and recommend appropriate actions.
- Research, analyze, and evaluate tools to guide managers through making decisions that impact labor/employee relations.
- Evaluate and recommend improvements in operations, procedures, policies, or methods.
- Maintain a high level of integrity and confidentiality when dealing with sensitive human resources issues and personal information.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Understand, interpret, and apply 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.
- 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.

- 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, industrial relations, training, communications, psychology, business or public administration, or a related field.
2. Six (6) years of progressively responsible work experience in administering human resource programs, including but not limited to training, labor/ employee relations, or related programs which may include two (2) years of 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 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.