

City of South San Francisco
Human Resources Department

Human Resources Manager
Class Description

Definition

Under administrative direction, plans, organizes, develops and provides direction and oversight for human resources programs of the City including employee relations, classification and compensation, recruitment and selection, training and organizational development, workers' compensation and safety program management, HRIS, benefit programs, development and administration of Human Resources policies and procedures, and assistance in labor negotiation. The Human Resources Manager ensures compliance with applicable state and federal laws and regulations; provides professional assistance to city leadership, managers, and staff in areas of expertise; and performs related work as required.

Distinguishing Characteristics

Under the direction of the Assistant City Manager, this position oversees, directs and participates in all Human Resources programs, including day-to-day operations and both short- and long-range planning and budgeting. Responsibilities include coordinating the activities of the assigned programs with those of other city departments and divisions, and managing the complex and varied functions of the department. The incumbent is accountable for accomplishing program planning and operational goals and objectives within the general policy guidelines. The position provides direct supervision for professional, technical, and administrative staff.

Typical and Important Duties

1. Plans, directs and administers all Human Resources programs and functions including advising executive and management staff regarding sound Human Resources practices and techniques to effectively plan for and manage the city's workforce.
2. Directs all activities of the department, including recruitment, examination, and selection; classification and salary administration; HRIS; employee benefits; personnel records; employee orientation; training and employee development; occupational health and safety; equal opportunity, and employee relations.
3. Provides analytic and strategic support for labor relations matters; participates in contract negotiations with represented groups; sits at the bargaining table; researches and presents options during negotiations; assists in strategy development for management; responds to grievances and other employee issues; maintains mutually beneficial employee relations through day-to-day program administration; and establishes positive and productive cooperative working relationships with employees' unions and associations.
4. Develops and maintains equitable and competitive classification and compensation programs; maintains the citywide classification plan; assesses and responds to compensation and classification issues; and oversees the reclassification process.
5. Serves as secretary to the Personnel Board, ensuring that monthly agendas are prepared and action meeting minutes are generated; provides guidance and training to the Personnel

Board; may present disciplinary actions or grievances to the Personnel Board on behalf of the City; serves as liaison with Personnel Board's legal counsel.

6. Oversees the administration of the City's Personnel Rules and Regulations; makes recommendations to the City Manager, City Council, and Personnel Board about the provisions of the Personnel Rules and Regulations; makes recommendations for modification; and institute changes as necessary.
7. Responds to employee complaints and concerns; administers, handles, and settles employee grievances; processes and responds to appeals to selection procedures; conducts or oversees a variety of investigations, drawing conclusions and making recommendations.
8. Confers with other city staff, performs special studies, and makes written and oral presentations.
9. Manages and supervises Human Resource staff to achieve goals within available resources; plans and organizes workloads and staff assignments; trains, motivates, and evaluates assigned staff; reviews progress and directs changes as needed.
10. Provides leadership and direction in the development of departmental short- and long-range plans; gathers, interprets, and prepares data for studies, reports, and recommendations; coordinates citywide and departmental activities with other departments and agencies.
11. Provides professional advice to the city officials; makes presentations to councils, boards, commissions, civic groups, and the public.
12. Communicates official plans, policies, and procedures to staff and the public.
13. Prepares annual departmental budget; performs cost control activities; monitors revenues and expenditures for sound fiscal control; ensures effective and efficient use of budgeted funds, personnel, materials, facilities, and time.
14. Determines work procedures, prepares work schedules, and expedites workflow; studies, and standardizes procedures to enhance efficiency and effectiveness of citywide and departmental operations.
15. Plans and directs implementation and administration of a variety of benefits programs including medical, dental, vision, life and disability insurances, retirement, deferred compensation, and other appropriate benefits; analyzes existing city benefits policies and prevailing practices among similar organizations to establish competitive benefits programs; plans and implements modifications to existing benefits programs; directs preparation and distribution of a variety of written and verbal information to inform employees of benefits programs and special employer sponsored activities.
16. Administers the city's occupational health and safety program, including workers' compensation claims management; develops and administers loss prevention programs in order to minimize work-related injury or illnesses.
17. Maintains a centralized employee personnel file system to meet local, state, and federal recordkeeping requirements.
18. Develops and administers employee training and human resource development programs, including organizational development, to enhance city service levels and employee skills and abilities, to maximize employee contributions, and to facilitate promotional opportunities.
19. Develops and administers employee recognition, awards, and communication programs; oversees the annual employee recognition luncheon, customer service team and its award

programs, and other recognition programs; manages the development and distribution of employee newsletters and communication systems.

20. Counsels and advises city management on a variety employee issues, including performance, retention, recognition, and discipline.
21. Monitors changes in laws, regulations, and technology that may affect department operations; and develops policy and procedural changes as required.
22. Performs other work as required.

Job-related Qualifications

Knowledge of:

- Objectives, methods, and issues of public administration.
- Purpose, techniques, and issues of personnel administration and their relationship to other areas.
- Principles and practices of recruitment, examination, classification, pay, training, employee development, affirmative action and equal employment opportunity, and employee relations.
- Principles of management and supervision.
- Principles and practices of project management, administrative analysis, and report preparation.
- Principles and practices of budget development and administration.
- Pertinent provisions of the Municipal Code, Personnel Rules and Regulations, and other laws and regulations as they relate to human resource programs.
- Applicable federal, state and local laws, regulation, codes, and policies applicable to human resources.
- Computer applications, including word processing; spreadsheet, presentation, and database applications.
- Standard office practices and procedures, including automated records management.
- Techniques for dealing with the City staff, representatives of other agencies, organizations, and the public, and resolving problems tactfully and effectively.

Ability to:

- Effectively manage the work of the department.
- Acquire a thorough knowledge of departmental policies and applicable City policies.
- Communicate effectively in writing, verbally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Develop and implement improvements to systems, organization, and operations.
- Interpret and apply the pertinent provisions of the Municipal Code, Personnel Rules and Regulations, Memorandums of Understanding, and state and federal laws and regulations relating to the human resource functions.
- Plan, direct, and supervise the work of professional, technical, and clerical staff.
- Collect data, analyze it objectively, and make appropriate written and verbal recommendations and reports.

- Prepare and administer the department's budget.
- Plan, direct, and administer personnel programs and systems.
- Conduct professional investigations, analyze data, develop sound conclusions, and write comprehensive reports.
- Represent the City and the department effectively in contacts with representatives of other agencies, City departments, and the public.
- Establish and maintain cooperative relationships with those contacted in the course of the work, such as with employees, labor unions, officials, contractors, and the public.
- Apply computer programs related to the work.
- Take a proactive approach to customer service issues.
- Work in a safe manner modeling correct City safety practices and procedures; coach others and enforce adherence to safety policies and procedures; recognize and report safety hazards.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Using a personal computer and associated applications.

Experience and Training

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Five years of progressively more responsible professional experience in personnel administration and employee relations, including two years' experience in a senior, lead, supervisory or managerial capacity.

Training:

A bachelor's degree from an accredited college or university with major coursework in business or public administration, personnel administration, organizational development, industrial relations, or a related field.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills:

Able to use standard office equipment, including a computer; sit, stand, walk, kneel, crouch, stoop, squat, twist, and maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone, and to make public presentations; lift and carry 35 pound boxes, files, and materials.

Work Environment:

Mobility to work in a typical office and/or field setting.

Ability to:

Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; work protracted and irregular hours and evening meetings or off-shift work for meeting attendance or participation in specific projects or programs; available for evening meetings.

Additional Information:

- Approved: November 2013
- Revised Date:
- Former Titles:
- Abolished:
- Bargaining Unit: Mid-management
- DOT: No
- Status: Classified/Exempt
- Job Code: M775