

MAJOR FUNCTION

This is specialized professional, technical, and administrative work involving programs, systems and functions within the Human Resources and Workforce Development (HRWD) department. This is responsible administrative work assisting a superior in a variety of administrative matters and special projects. An employee in a position allocated to this class performs complex and diversified duties; assists in developing, formulating, and implementing various departmental programs; and may supervise operational functions and specialized staff employees. An employee in this class is the principal responsible for all activities within a designated functional area. Functional areas include safety, alcohol and drug testing, administrative support systems, human resource management information systems, compensation and labor relations, workforce development, benefits, and wellness. Work is subject to review by an administrative superior through reports, conferences, feedback from customers and observations of results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Performs routine tasks required to execute human resource programs including but not limited to compensation, benefits, and leave; disciplinary matters; performance and talent management; compliance and safety; and training and development. Assists in developing, installing, and maintaining management systems, forms, and procedures. Performs major office functions such as personnel transactions, maintaining records, and statistical data. Assists in planning, researching, developing, and maintaining special projects or departmental programs, and handles inquiries relating to same. Maintains current information on department/division policies and programs and monitors the efficiency of departmental operations. Reviews records and reports that require action and recommends solutions or courses of action. Develops and implements initiatives to educate and inform targeted audiences of departmental services, special programs, and consumer issues; and develops informational/promotional materials to support the initiatives. Performs special assignments, does research, and prepares reports. Maintains knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management, and employment law.

Audits the City's practices, policies, and procedures in specialty areas for compliance with applicable guidelines, laws, and regulations. Serves as a contributor to the HRWD Management team in the development and management of the department's strategic plan, fiscal management and problem resolution as it relates to areas of supervision. Maintains statistical data and prepares analytical reports. Conducts cost/benefits analysis to determine cost recovery of recommendations. Conducts special studies; communicates with representatives of other governmental entities as sources of information or to effect coordination; presents detail quantitative and economic analysis and recommendations based on sophisticated statistical procedures and strategic planning techniques. Performs other related work as required.

Other Important Duties

May coordinate departmental needs and applications with the Technology & Innovation (T&I) department and the Enterprise Resource Planning (ERP) division. May coordinate with the City's Communications staff, audio/visual technicians, printers, etc. to carry out information/promotional initiatives. May maintain the department's web site. Attends training and developmental activities as assigned. May serve as team leader or team member on ad-hoc department-wide or city-wide project teams as needed. May plan, direct and review the work of individuals performing administrative or support tasks related to designated specialty, functional or programmatic area.

Emergency Situations

During an emergency situation, employees in this classification will be required to report and carry out duties as directed for the duration of an emergency. Depending on the nature of the emergency, this may require working extended hours for several days on short notice.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of the designated specialty area, including industry-wide accepted methods, laws, practices, and regulations. Ability to develop long-term strategic plans for functions and programs and to accurately evaluate gaps in service. Ability to analyze facts and exercise sound judgment in arriving at conclusions and recommendations. Ability to maintain confidentiality. Ability to work independently. Ability to carry out complex oral and written instructions and to communicate clearly and concisely, orally and in writing. Ability to make public presentations and conduct training sessions. Ability to coordinate the efforts of and lead professional and clerical staff as needed to accomplish short-term objectives. Ability to establish and maintain effective working relationships with superiors, subordinates, City officials, and the public. Skill in prioritizing work assignments. Skill in the operation and use of microcomputers and associated databases, software programs and peripherals that are necessary to successful job performance. Considerable knowledge of rules, regulations, policies, ordinances, and procedures involved in the administration of assigned functions. Considerable knowledge of the principles of office management and clerical, statistical, and fiscal processing. Considerable knowledge of bookkeeping, purchasing, personnel transactions, budget, and statistical analysis and reporting. Knowledge of research techniques and the sources and availability of current information. Knowledge of protocol regarding print and electronic media. Ability to develop and assist in the installation of management systems, forms, and procedures. Ability to plan, organize, and supervise the work of subordinate personnel engaged in various clerical and technical administrative functions.

Minimum Training and Experience

Possession of a bachelor's degree in public, personnel, or business administration, human resources, industrial relations, psychology, occupational health and safety, management information systems, computer science, education, or liberal arts, and four years of professional experience in the area of Human Resources that the position is assigned; or an equivalent combination of training and experience.

Necessary Special Requirement

At the department director's discretion, a valid Class E State driver's license may be required at the time of appointment for any of the designated positions allocated to this class.

Established: 04-23-23