

MAJOR FUNCTION

This is responsible managerial and professional work providing direction, guidance and oversight of the citywide Human Resources and Workforce Development Programs. The job incumbent is responsible for the development, implementation and maintenance of all systems, programs, policies and procedures, and managing and coordinating organizational initiatives that impact personnel, human resources and workforce development issues that involve other jurisdictions, associations, or businesses. Successful job performance requires management of a considerable variety and volume of professional and complex work concerned with the universe of Human Resources issues. The incumbent serves as part of the City's Leadership team and works as a strategic partner with Appointed Officials and other Leadership Team members. Work is performed under the direction of the City Manager and considerable judgment, discretion, initiative and independence are exercised in carrying out the daily operations of the department with efficiency and effectiveness. Work is reviewed through conversations, observations, meetings and by results attained.

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

Supervises, directs, plans, coordinates, and instructs all areas and personnel within the department. Ensures human resources and workforce programs and policies support organizational values, goals and objectives. Assesses and monitors department-wide service delivery and ensures the delivery of timely and efficient customer response and support. Provides oversight for research and trend analysis. Responds to and presents reports, recommendations, and analysis of human resources and workforce related matters. Serves as subject matter expert on all human resources matters. Directs and oversees sensitive investigations, inquiries and problem resolution. Conducts or directs consultations with Appointed Officials, Executive and Senior Managers, legal counsel, risk management administration and other applicable parties. Serves as City representative for inter-jurisdictional initiatives with personnel impact and coordinates associated activities. Directs preparation of the department budget and ensures budget is managed in compliance with applicable policies and procedures. Makes procedural and operational recommendations to the City Manager. Reviews work performed within the department. Ensures the coordination of work activities and programs of the department with other City programs and projects. Maintains and promulgates necessary departmental rules and regulations in accordance with Personnel Policy and Procedures and other City policies. Serves as the designee of the City Manager (as Chief Executive Officer) in handling labor relations issues, collective bargaining negotiations, contract application and interpretation and contractual grievance procedures. Attends and participates in conferences and meetings of department directors, the City Commission and others. Ensures department compliance with the City's equal employment opportunity requirements and related federal and state laws. Oversees the provision of assistance to departments in the handling of employee complaints and grievances; provides staffing for grievance hearings at the Appointed Official level, and manages arbitration activities. Keeps current on industry developments and trends. Ensures organization personnel policies and practices are in line with applicable federal, state, and local laws, ordinances, and rules and ensures that managers, supervisors and the workforce compliance with these policies and practices, as applicable. Researches and recommends ways to implement innovative and strategic system and process changes to improve efficiency and responsiveness. Interviews, recommends hiring, trains, disciplines, resolves grievances and evaluates subordinate staff and ensures these personnel management functions are appropriately carried out by department supervisors. Conducts performance evaluations and makes recommendations on merit pay increases. Performs related work as required.

Other Important Duties

Completes special projects as assigned. Serves on ad hoc committees as necessary. May represent the City and the City Manager at other community and professional events. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Extensive and thorough knowledge of human resources, safety, workforce development and collective bargaining industry trends and issues, modern techniques, methods, procedures, principles, and practices of all phases of human resource management. Considerable knowledge of local government and public sector operations and culture. Extensive knowledge of personnel management, financial management, and general office and business administration practices. Thorough knowledge of the terminology and standards for development of a comprehensive classification and pay plan, including job content and qualification requirements for a variety of public occupations. Considerable skill in and knowledge of labor/employer negotiations with practical experience dealing with labor organizations. Ability to plan, direct, supervise, coordinate, organize, and review human resource management plans, programs, and activities. Ability to prepare written technical reports. Ability to plan, assign, instruct, review, and evaluate work assignments of technical and professional personnel. Ability to address civic organizations or other public or private groups on subjects relative to human resource programs and projects. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to accurately assess and analyze situations, draw conclusion(s) and make recommendations. Ability to solve problems with creativity and resourcefulness and to find win/win resolutions. Ability to manage and negotiate with integrity and diplomacy. Ability to manage staff and resources in a style consistent with the City's goals and values. Skill in the use of microcomputers and the associated programs and applications necessary for successful job performance. The ability and skill to apply experience and knowledge to the requirements of the job.

Minimum Training and Experience

Possession of a bachelor's degree in human resources management, business or public administration, industrial relations, a social science, management information systems, computer science, education or liberal arts, or a related field and six years of professional and administrative experience that includes three years of human resource program management in at least three of the following areas: personnel administration, organizational development, employee relations, labor relations, equal employment opportunity, performance management, workforce training, HR information systems, benefits administration (including retirement program administration), occupational health and safety, or classification and pay; or an equivalent combination of training and experience. Three years of supervisory experience is required.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

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