

CLASS SPECIFICATION
Human Resources Coordinator

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general supervision, performs a wide variety of difficult, complex and responsible human resources generalist responsibilities in support of the City's human resources management programs on assigned human resources site teams; partners with bureau management teams; provides human resources support to achieve bureau strategic goals and objectives; provides HR services directly and coordinates and facilitates services provided by centralized HR programs; performs related duties as assigned. Positions may be assigned on a temporary basis to a specialty area.

DISTINGUISHING CHARACTERISTICS

Human Resources Coordinators (HRCs) are responsible for providing and facilitating the provision of human resources services to designated City bureaus. Incumbents partner with assigned bureaus to accomplish a variety of human resources functions. HR Coordinators are generalists with knowledge and experience in a wide variety of human resources functional areas, such as: recruitment/selection, organizational development, classification/compensation, affirmative action, training, benefits, labor relations, employee relations, employee development and talent management. They serve as HR experts to their assigned bureaus and develop thorough knowledge of the bureau staff and operations. Incumbents provide many HR services directly-- predominately facilitating discussions of personnel situations and working to resolve them appropriately, consulting on organizational development issues, and conducting investigations of all types. They also act as liaison between the bureau and central HR. When the bureau needs a service provided by a central function, the HRCs are typically involved up front in helping the bureau clarify its interests, understand the process and complete the initial forms. While the central HR functions are completing their part, the HRCs coordinate and help facilitate communication and understanding between the bureau and central functions. Then they assist the bureau with implementation/finalization. Incumbents are expected to exercise considerable discretion in carrying out responsibilities independently and with awareness of human resource services issues and sensitivities.

Human Resources Coordinator is distinguished from Senior Human Resources Analyst in that incumbents are expected to exercise greater independence and provide on-the-spot decision-making with bureau managers and supervisors on difficult and sensitive issues. Human Resources Coordinator is distinguished from Labor Relations Coordinator in that the focus of incumbents in the latter class is on labor management relations and related activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Provides human resources support services for an assigned City bureau(s) consistent with City and bureau service goals and priorities; advises bureau management and makes recommendations on human resources issues; provides advice and guidance to ensure customer bureaus are in compliance with federal and state employment laws, rules and policies, City code and City and bureau human resources policies, procedures, requirements and goals.
2. Conducts a variety of investigations on confidential and sensitive human resources matters; reviews complaints, chooses appropriate investigative approaches and methodologies; performs fact-finding activities, including development of interview questions.
3. Advises bureau managers and supervisors on personnel issues, employee relations practices and discipline and corrective action; assists managers and supervisors with fact-finding interviews, incorporates relevant considerations, such as past practices, case law and applicable rules and policies; researches and develops recommendations regarding employee relations procedures and appropriate corrective actions; reviews and edits disciplinary documents; participates in due process meetings; assists in the resolution of disputes through a variety of resolution vehicles; consults with City Attorneys' Office on legal implications of investigation findings and recommended actions.
4. Participates in the operational administration of applicable collective bargaining agreements and labor relations-related employment laws; assists bureau managers with review and interpretation of labor contracts; participates in grievance resolution processes on behalf of bureau management; consults with Labor Relations on interpretation and intent of labor contract language.
5. Provides guidance, advice and assistance with bureau hiring processes; assists bureau management in developing hiring criteria and completing appropriate requests/forms; as needed, assists managers and supervisors in selecting candidates to interview from certified list, developing interview questions, scheduling and participating in interviews, conducting background and reference checks as required and reviewing and processing the hiring paperwork.
6. Assists bureaus with organizational development and talent management analysis; identifies tools for job and task mapping, resource assessment and other factors; provides expertise on design of work flow, work processes, and position duty assignments; identifies strategies for talent attraction, development, engagement and retention.
7. Helps bureau staff understand the role and processes of centralized HR functions, such as Class/Comp, Labor Relations, Employment; consults with bureau staff to understand their needs and interests; provides guidance on information needed by centralized functions;

assists bureaus to complete forms; coordinates with centralized functions on process, timing, content; assists bureau staff with understanding decisions and implementing results.

8. Develops, implements and delivers training on a variety of subjects, such as team-building, diversity, employee development, compliance, etc; conducts train-the-trainer sessions; develops training evaluations and determines effectiveness of training.
9. Positions may be assigned on a temporary basis to a specialty area based on bureau need or for staff development.

OTHER DUTIES

1. May attend and participate on bureau management teams, as requested by bureau management.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles, practices and techniques of public personnel administration, including recruitment, testing and selection, classification, compensation, EEO/affirmative action, employee relations, labor relations, employee development and performance planning and appraisal.
2. Principles and practices of labor relations and labor contract administration.
3. Federal, state and local laws, regulations and court decisions applicable to areas of assigned responsibility.
4. Principles and practices of public administration, including reporting and maintenance of public records.
5. Research methods and data analysis techniques.
6. Trends in human resource program development, especially in the areas of providing a broad array of human resources support services to client bureaus.
7. City and bureau functions and operations and associated human resource issues.
8. Principles and practices of effective business communication.
9. Operation of standard business computer software.
10. City human resources policies and labor contract provisions.

Ability to:

1. Gather relevant data, analyze problems, evaluate alternatives and make appropriate recommendations.
2. Understand, interpret, explain and apply City human resource administrative rules, regulations, labor agreements, policies and procedures and applicable local, state and federal legislation and regulations.
3. Exercise independent judgment and initiative within established guidelines.
4. Present proposals and recommendations clearly and logically.
5. Represent the City effectively in dealings with employees and employee organization representatives on a variety of human resources issues.
6. Communicate effectively orally and in writing.
7. Prepare clear, concise, accurate and persuasive reports, correspondence, analytical studies and other written materials.
8. Maintain confidential and sensitive information.
9. Exercise tact and diplomacy in dealing with sensitive, complex and confidential human resource issues and employee situations.
10. Establish and maintain effective working relationships with bureau and City managers and supervisors, employees, employee organizations and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in business administration, management, human resources, psychology or a closely related field; and at least five years of progressively responsible experience in the development and delivery of comprehensive human resources services; or an equivalent combination of training and experience. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and

depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following class(es):

0614 HUMAN RESOURCES COORDINATOR Adopted: 07-01-92

Revised: 05-14-04 (Revised ability statement #2)

03-21-05 (Added a statement: Positions may be assigned on a temporary basis to a specialty area.)

June 2009 - Change Job Class number from 7254 to 30000523, due to system change.

11-2-12 – Updated description of duties. Added more descriptive language.