

CLASS SPECIFICATION
Human Resources Site Team Manager

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general direction, serves on the Bureau of Human Resources (BHR) management team and manages and directs the activities of human resources site team members providing a wide range of human resources support to assigned bureaus, including recruitment and selection, reclassification studies, employee relations, employee discipline and grievances and site-specific training and affirmative action and diversity activities, within the context of policies, standards and practices established by central BHR staff; participates in contract negotiations and sits on bargaining teams; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Human Resources Site Team Managers are responsible for managing and directing the activities and staff involved in providing human resources services to designated City bureaus while serving as a member of the BHR management team. Incumbents assist the Human Resources Director in developing strategic City-wide human resources plans and works with assigned bureaus to set strategic direction for those bureaus on human resources matters and issues. Incumbents ensure BHR's annual service agreements are fulfilled with client bureaus and human resources program services are delivered in an effective, timely manner. The incumbent is expected to exercise considerable discretion in carrying out responsibilities independently and with awareness of human resource services issues and sensitivities.

Human Resources Site Team Manager is distinguished from other human resources managers by the incumbent's responsibilities for managing the delivery of human resources support services to City client bureaus, while ensuring consistency with City-wide policies, standards and procedures.

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. Plans, organizes, controls, integrates and evaluates the work of the assigned staff; with staff, develops, implements and monitors work plans to achieve bureau mission, goals and performance measures; directs the development of and monitors performance against the biennial division budget; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City and bureau goals, objectives and performance measures consistent with the City's quality and citizen service expectations; assists the Human Resources Director in developing and implementing City-wide human resources strategies, plans and initiatives.

2. Plans, organizes, directs and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with City Charter, Code, human resources policies and labor contract agreements.
3. Provides leadership and works to develop and retain highly competent, service-oriented staff through selection, compensation, training and day-to-day management practices that support the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.
4. Assists in directing and managing human resources programs for an assigned group of City bureaus consistent with City and bureau service goals and priorities; advises bureau management and makes recommendations on human resources issues, including recruitment and selection, labor and employee relations, collective bargaining contract provisions, bureau-specific training, classification and compensation, affirmative action plans and benefits; provides advice and guidance to ensure client bureaus are in compliance with federal and state employment laws, rules and policies.
5. Works with staff to provide human resources support services to assigned client bureaus; manages and directs staff involved in providing services to bureaus in accordance with negotiated service agreements; coordinates and facilitates the provision of services centrally from BHR; measures and reports on the performance of levels and scope of services provided.
6. Ensures bureau compliance with City Code and City and bureau human resources policies, procedures, requirements and goals; develops and implements bureau specific human resources policies and procedures in compliance with City-wide policies and procedures; assists bureaus in meeting their affirmative action plans and goals; develops and implements bureau employee relations activities, including communication, employee counseling, conflict management, new employee and manager orientation, employee development and recognition, exit surveys and workplace safety; develops and implements recruitment, selection and retention activities to ensure qualified and diverse workforces; develops and implements workforce planning activities in accordance with City-wide strategies.
7. Oversees the operational administration of applicable collective bargaining agreements, City policies and procedures and state and federal employment laws; supervises and participates in grievance resolution processes on behalf of bureau and BHR management; may serve as a management representative on bargaining teams in collective bargaining processes.
8. Assists in the development and negotiation of annual service agreements with assigned bureaus; provides reports on progress in fulfilling service agreement work goals and objectives.

9. Provides coaching and training to operational managers and supervisors on a wide variety of human resources management issues; trains managers and supervisors on City-wide and bureau-specific human resources policy, procedures and practices and compliance with federal and state employment laws; develops and presents training sessions to managers and supervisors.
10. Participates in the development and oversight of the site team's annual program budget; monitors and controls program expenditures.

OTHER DUTIES

1. May serve as a member of the assigned client operating bureau's senior management team, as requested by the bureau director.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles and practices of human resource management applicable to providing comprehensive human resources services to a group of client bureaus, including fulfilling annual service agreements and formulating and implementing comprehensive City-wide human resources strategies.
2. 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.
3. Principles and practices of employee and labor relations, including negotiation and contract administration practices.
4. Administrative principles and methods, including goal setting, program development and implementation.
5. Federal, state and local laws, regulations and court decisions applicable to areas of assigned responsibility.
6. Principles and practices of public administration, including budgeting, reporting and maintenance of public records.
7. Research methods and data analysis techniques.
8. Trends in human resource program development, especially in the areas of providing a broad array of human resources support services to client bureaus.
9. City and bureau functions and operations and associated human resource management issues.

10. Principles and practices of effective business communication.
11. Operation of standard business computer software.
12. Principles and practices of effective management and supervision.
13. City human resources policies and labor contract provisions.

Ability to:

1. Strategically plan, organize, design, implement and monitor a comprehensive City-wide human resources support services program as it applies to assigned client bureaus.
2. Gather relevant data, analyze problems, evaluate alternatives and make appropriate recommendations.
3. Understand, interpret, explain and apply City human resource rules, regulations, policies and procedures and applicable local, state and federal legislation and regulations.
4. Exercise independent judgement and initiative within established guidelines.
5. Present proposals and recommendations clearly and logically.
6. Represent the City effectively in dealings with employees and employee organization representatives on a variety of human resources issues.
7. Communicate effectively orally and in writing.
8. Prepare clear, concise, accurate and persuasive reports, correspondence, analytical studies and other written materials.
9. Maintain confidential and sensitive information.
10. Exercise tact and diplomacy in dealing with sensitive, complex and confidential human resource issues and employee situations.
11. Establish and maintain effective working relationships with elected officials, 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 seven years of progressively responsible experience in the development, implementation and supervision 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

Revised:

June 2009 - Change Job Class number from 7256 to 30000524, due to system change.