

**CLASS SPECIFICATION**  
**Diversity, Outreach, and Employment Resources Manager**

FLSA Status: Exempt  
Union Representation: Nonrepresented/Incumbents hired after January 4, 2008 are, exempt from Civil Service (Ordinance 181459)

**GENERAL PURPOSE**

Under general direction, manages and directs the City’s recruitment, selection, workforce planning and development programs and initiatives, ensuring compliance with the City’s policies regarding Affirmative Action, Diversity and Equity; oversees, approves and certifies the results of recruitment and selection processes performed by central and site team HR staff; develops and recommends City-wide recruitment and selection policies, standards and practices; oversees the production of affirmative action plans/programs and monitors results to ensure compliance with federal, state and local equal employment law, policy and guidelines; advises bureaus on their affirmative action results; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

This single incumbent class is responsible for planning, organizing and coordinating the development of the City-wide affirmative action plan; recruitment, selection, workforce planning and development programs and initiatives in support of City policies on Affirmative Action, a non-hostile work environment, and equity. The incumbent assists the Human Resources Director in developing strategic City-wide human resource plans and setting direction that supports City policies. The incumbent works closely with public and elected officials, the Office of Equity and Human rights, and with community groups to establish partnerships and ensure the alignment of City policies and practices regarding equity and diversity in the workplace.

Diversity, Outreach and Employment Resources Manager is distinguished from other human resources management classes by the incumbent’s specialization in the ongoing development and management of recruitment, selection, workforce planning and development programs and initiatives, and the concrete integration of Affirmative Action policies and procedures with other management outreach, recruitment and assessment policies, practices 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. 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.

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. Develops, publishes and monitors the City's Affirmative Action Plan; ensures compliance with changes in law and policy related to Affirmative Action plan development and reporting
5. Develops, implements and supervises the City's recruitment and selection programs, including focused outreach recruitment efforts, injured worker program, Americans with Disabilities Act and layoff programs; develops, implements and administers outreach recruitment and selection policies, guidelines, procedures and practices consistent with City Code and Charter provisions, federal and state regulations, Affirmative Action planning, other City plans and sound professional principles and practices; works with City directors, managers and human resources staff to implement policies, programs and practices to provide consistency and fairness to applicants, candidates and employees.
6. Supervises the development and administration of a wide range of examination and selection procedures designed to evaluate job-related skills, knowledge and abilities for City jobs; ensures selection processes conform to established legal requirements; consults with bureau managers on knowledge and skill requirements and works with staff to develop innovative and cost effective selection methods; investigates and recommends resolution of examination appeals as provided for under City Charter and Human Resources Administrative Rules.
7. Ensures bureau compliance with applicable federal, state and local laws, regulations and guidelines in all phases of recruitment and selection, and that bureau management adheres to established policies and procedures.
8. Provides policy interpretation, guidance and technical advice to City management and elected officials on the resolution of difficult and complex issues involving the Human Resources Administrative Rules, Civil Service Board rulings and associated policies.
9. Consults with bureaus on long-term staffing needs and forecasts, and to develop strategies for employee recruitment and development to meet expected requirements.
10. Leads and participates in planning and implementing support services for City employees subject to layoff.

11. Coordinates with the Office of Equity and Human Rights to ensure consistent interpretation and application of Affirmative Action, Equal Opportunity and Equity policies are presented to both City employees and to the public.

#### **OTHER DUTIES**

1. Represents the City in discussions with a wide variety of community, business, professional and other organizations on outreach recruitment and other matters.
2. Carries out special projects as assigned.

#### **MINIMUM QUALIFICATIONS**

##### **Knowledge of:**

1. Principles and practices of recruitment, selection, and workforce program development.
2. Principles, practices and techniques of public personnel administration, including recruitment, testing, selection, classification, compensation, employee relations, labor relations, employee development, and performance planning and appraisal; as well as budgeting, reporting and maintenance of public records.
3. Administrative principles and methods, including goal-setting, program development and implementation.
4. Federal, state and local laws, regulations and court decisions applicable to Equal Opportunity, Affirmative Action, workplace discrimination and other areas of assigned responsibility.
5. Research methods and data analysis techniques.
6. Trends in human resource program development, especially in the areas of outreach recruitment, selection and employee training and development.
7. City functions, operations and associated human resource management issues.
8. Principles and practices of effective business communication.
9. Operation of standard business computer software.
10. Principles and practices of effective supervision.
11. Automated systems for recruitment, selection and reporting.

##### **Ability to:**

1. Plan, organize and implement comprehensive City-wide outreach recruitment and selection programs and workforce planning and development initiatives based on goals and objectives of the City's Affirmative Action Plan and other City plans.
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. Develop and sustain successful partnerships with community stakeholders.
5. Exercise independent judgment and initiative within established guidelines.
6. Prepare and present in writing, clear, concise and accurate correspondence, analytical studies, reports and other materials including clear, logical and cogent recommendations.
7. Represent the City effectively while working with employees and their organizational representatives on a variety of recruitment, selection and development issues.
8. Communicate effectively orally and in writing.
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 bureau and City directors, managers and supervisors, employees, employee and community 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 recruitment, selection, development, workforce planning, Affirmative Action and diversity programs, at least two of which were in a supervisory capacity; 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 classes:

0627 Affirmative Action Manager      Adopted: 07-01-00

June 2009 - Change Job Class number from 7267 to 30000530, due to system change.

Revised:

09-01-2010 - Revised description implemented and compensation adjusted.

12-12-2012 – Added recruitment and retention duties and clarified role with Office of Equity.

01-03-2015 – Changed title from Outreach, Employment & Diversity Resources Manager