

CLASS SPECIFICATION
Human Resources System Manager

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general direction, plans, organizes, manages and participates in the work of staff engaged in providing position management, HR record-keeping, timekeeping and other inter-related functions for Bureau of Human Resources (BHR) and Citywide business partners; oversees the automation of HR functions via the Human Capital Management (HCM) modules of SAP, the City's enterprise business system; serves as top operations, administrative and HR system manager for BHR; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This single incumbent class plans, organizes and manages the work of BHR staff providing timekeeping, time administration, personnel administration, organizational management, and other administrative support services to BHR and Citywide business partners. The HR System Manager manages the business requirements for the HCM modules of SAP, and coordinates with the Enterprise Business Solution (EBS) Division to ensure their configuration of the SAP system accommodates BHR's varied and complex business demands.

SAP is an enterprise resource planning system that includes HCM modules which encompasses employee data and position management, organizational and reporting structures, time administration and complex payroll functions, and provides business analytics.

The HR System Manager advises BHR management on system-related issues, and recommends and oversees implementation of resolutions to various systems functional issues and problems. The incumbent researches, develops and implements operational policies and procedures for bureau administrative functions and oversees a variety of BHR-related business and administrative processes. A thorough understanding of the SAP HCM modules is required, as is extensive knowledge of City and BHR policies, practices and procedures, labor contracts, and state wage and hour laws. Responsibilities and assignments are complex, involving significant accountability and decision making.

The HR System Manager is distinguished from Business Operations Manager in that the former is responsible for Citywide SAP HCM system support.

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. Develops, implements and monitors work plans to achieve BHR Operations' mission, goals and performance measures; 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 customer 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 the HR Administrative Rules (HRARs).
3. Develops and retains 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. Manages automation of critical HR functions; manages the development and implementation of the HCM business processes in support of the City's time administration business requirements and compensation, according to City policy, labor contracts, and state wage and hour laws; ensures accurate data and efficient operation of these processes, and alignment with City business objectives and priorities.
5. Directs BHR operations in support of position management, timekeeping, payroll and other inter-related HR functions; works in collaboration with the EBS Division to ensure that the configuration within the HCM modules of the SAP system is accurate, timely, and efficiently supporting the City's payroll and HR programs; implements and monitors HR data audit processes to ensure data integrity and accountability; provides operational support, including break-fix work, issue resolution and end user training; collaborates with bureau customers, peers and consultants to provide customer service and responsive problem resolution; manages internal teams and external vendor support for HR-related services.
6. Leverages SAP HCM technology to continually improve business processes and support critical strategies; works with City leadership, business process owners and business stakeholders; provides leadership, vision and direction for ongoing support; monitors performance to evaluate effectiveness and efficiency of BHR operations and related business processes within the City; communicates status of the system to management and stakeholders; leads and participates in the analysis and redesign of business processes to improve efficiency of City HR operations; develops and creates procedures and guidelines around the use of SAP HCM functionality; responds to internal and external audit inquiries regarding HR/payroll processes.
7. Coordinates solutions to problems and non-routine situations by determining the approach or action to take; researches and evaluates alternatives and recommends appropriate solutions; proactively identifies and addresses potential issues; develops action plans for review by Bureau senior management, and manages the execution of action plans

8. Develops specification and priorities for HR process, policy, regulatory, and labor contract requirements to be addressed in the HCM modules of the SAP system; creates and/or re-engineers processes to help provide a comprehensive approach to services.
9. In coordination with the EBS Division develops and/or approves functional/technical specifications for SAP HCM system changes; provides oversight and approval of the business process owner testing of SAP HCM configuration changes; coordinates citywide communication of system changes as appropriate.
10. Maintains an in-depth awareness of SAP HCM product suite roadmaps, functionality and best practices in order to strategically problem solve HR City-wide business and financial operations issues.
11. Works with the bureau's other senior managers to evaluate existing and emerging business requirements and examine the feasibility of approaches to meeting those requirements; recommends approaches and action plans that will meet requirements.
12. Develops, reviews, and implements business process training for SAP users; reviews curriculum and agendas for user group trainings and bi-monthly meetings and support sessions.
13. Manages the scope of work executed by the BHR Operations team; collaborates with and builds consensus among a wide variety of customer bureaus with differing business needs and priorities.
14. Leads vendor contract negotiations with consultants and BHR-related contracts (including: child care, physical capability, drug testing); develops documents for professional service contracts, issues and evaluates requests for proposal documents for selection of professional service contracts.
15. May manage and direct a variety of other management and administrative support functions, as assigned.
16. May serve as project leader for assigned special projects and program initiatives, including defining project objectives, establishing project schedules and monitoring project completion on schedule and budget.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Extensive knowledge of SAP HCM systems.
2. Principles and practices of computerized systems analysis, design and development.
3. Electronic data processing systems and their applications to assigned services environment.

4. Extensive knowledge of City human resources and labor contract provisions.
5. Principles and practices of project management.
6. Principles and practices of program development and administration.
7. Principles and practices of budget preparation and administration.
8. Effective supervision, training and performance evaluation of direct reports and team members.
9. Methods and techniques of evaluating business needs and developing data systems solutions.
10. Federal, state and local laws, codes, regulations and court decisions applicable to assigned areas of responsibility.
11. Customer relationship management skills and internal consulting concepts and practices.
12. Citywide business and financial operations.
13. City operations and functions and associated business operation issues and challenges.
14. Research methods and statistical and financial analysis techniques.

Ability to:

1. Plan, organize, manage and direct a variety of complex work programs, and operations programs and activities.
2. Employ contract management practices, standards, processes and requirements.
3. Analyze and evaluate business needs and develop, recommend and implement appropriate business automation solutions.
4. Understand and apply systems integration and optimization design concepts and techniques.
5. Perform difficult and complex analysis and research, evaluate alternatives and develop sound conclusions and recommendations.
6. Develop data systems technology with structured, measurable and repeatable process improvement and quality assurance procedures.
7. Understand, interpret, explain and apply City, state, and federal policy, law, regulation and court decisions applicable to areas of responsibility.

8. Apply creativity and flexibility in problem solving to complex and/or sensitive issues and problems.
9. Present proposals and recommendations clearly, logically and persuasively in public meetings.
10. Represent the City and bureau effectively on a variety of issues; negotiate effectively on behalf of the bureau.
11. Prepare clear, concise and comprehensive reports, correspondence, reports, studies and other written materials.
12. Exercise sound, expert independent judgment within general policy guidelines.
13. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
14. Establish and maintain effective working relationships with all levels of City and bureau management, other governmental agencies, employees, media representatives and others encountered in the course of work.
15. Communicate effectively with all levels within the organization.

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 public or business administration, finance or a closely related field; and at least five years of progressively responsible systems (SAP), budgeting and administrative experience, at least two years of which were at a supervisory level; 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: 07-13-2011