



## HUMAN RESOURCES DIVISION MANAGER

(Previously HR Program Manager)

JC: 000062  
PB: 09  
FLSA: Exempt

PC: 930  
BU: 95 (Non Rep)  
Created: January 2012  
Updated: April 2017

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **DEFINITION**

Directs, manages, supervises and coordinates the activities and operations of one or more divisions within the Human Resources Department including, Human Resources Information Systems, Workforce Development; Employee Assistance, Absence Management and/or Benefits Administration; coordinates assigned activities with other divisions, departments and outside agencies; provides highly responsible and complex administrative support to the Assistant General Manager (AGM), Human Resources; and performs related duties as assigned.

### **CLASS CHARACTERISTICS**

This class directs, through subordinate professionals, one or more Human Resources Services areas, such as Workforce Development, Human Resource Information Systems, Absence Management, Employee Assistance and Benefits Administration. Responsibilities may include providing support for other units' activities when directed by the AGM Human Resources as the need arises. Incumbents are accountable for developing and promoting the accomplishment of Departmental goals and objectives as applicable to their respective areas of accountability.

### **EXAMPLES OF DUTIES** – *Duties may include, but are not limited to, the following:*

1. Assumes management responsibility for assigned services and activities of one or more divisions within the Human Resources Department, which may include maintenance of personnel records; workforce development; human resources information systems and benefits program administration, employee assistance and absence management.
2. Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommends and administers policies and procedures.

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3. Coordinates activities between departmental divisions to ensure efficiency and effectiveness of service departmental operations; monitors delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
4. Conducts a variety of organizational studies, investigations and operational studies; recommends modifications to assigned human resources services programs, policies and procedures as appropriate.
5. Plans, directs, coordinates and reviews the work plan for assigned staff; assigns work activities, projects and programs; reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems.
6. Selects, trains, motivates and evaluates assigned staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
7. Oversees and participates in the development and administration of the Department's strategic and operational goals and objectives, and associated budget requirements; participates in the forecast of funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements adjustments.
8. Directs the maintenance of centralized personnel records; ensures records are accurately updated and in compliance with mandated rules and regulations.
9. Interprets District policies and procedures for employees; explains programs and resolves issues.
10. Manages the work of contracted professional services for the benefits program administration.
11. Serves as the liaison with other divisions, departments and outside agencies; negotiates and resolves sensitive and controversial issues.
12. Monitors developments and legislation related to assigned area of responsibility; evaluates impact upon District operations; recommends and implements equipment, practice and procedural improvements.
13. Serves as staff on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.

14. Attends and participates in professional group meetings; stays abreast of new trends, legislation and innovations in the field of personnel services/human resources management.
15. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

## **QUALIFICATIONS**

### **Knowledge of:**

Operational characteristics, services and activities of a comprehensive human resources program including workforce development, human resources information systems, absence management, employee assistance and benefits programs.

Principles and practices of human resources program development and administration.

Methods and techniques of implementing effective, benefits, employee services, absence management, workforce development and related programs in a cost effective manner that is also responsive to the needs of the larger organization.

Principles and practices of contract administration.

Principles and practices of budget preparation and administration.

Principles of supervision, training and performance evaluation.

Related Federal, State and local laws, codes and regulations.

### **Skill in:**

Overseeing and participating in the management of a comprehensive human resources program.

Selecting, supervising, training and evaluating staff.

Participating in the development and administration of division goals, objectives and procedures.

Overseeing the work of contracted consultants and plan administrators.

Preparing and administering large program budgets.

Preparing clear and concise administrative and financial reports.

Overseeing the maintenance of District personnel files and records.

Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals.

Researching, analyzing and evaluating new service delivery methods and techniques.

Interpreting and applying Federal, State and local policies, laws and regulations.

Communicating clearly and concisely, both orally and in writing.

Establishing and maintaining effective working relationships with those contacted in the course of work.

## **MINIMUM QUALIFICATIONS**

### **Education:**

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A Bachelor's degree in human resources management, public administration, business administration or a closely related field from an accredited college or university.

### **Experience:**

Five (5) years of (full-time equivalent) verifiable professional human resources management experience. in one or more of the services areas described, which must have included at least two (2) years of supervisory and administrative experience.

### **Substitution:**

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A college degree is preferred.

## **WORKING CONDITIONS**

### **Environmental Conditions:**

Office environment; exposure to computer screens.

### **Physical Conditions:**

May require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.

**EEOC Code:**