General Statement of Duties

Leads and sets strategy for a centralized human resource function for the City. This position oversees HR Managers and staff servicing city agencies. Partners with agency leadership and subordinate managers to plan and implement HR solutions that are aligned to the various business goals of each agency and their unique challenges.

Distinguishing Characteristics

There are three general management classes (Manager, Director, and Executive) and specific individual management classes. The Manager is a first level management class. A Manager oversees workgroups/areas within a division or agency and is responsible for supervising first or second line supervisors or individual contributors. A Manager position is operationally and functionally focused.

The Director is a mid-level management class. A Director manages a division or agency and is responsible for supervising managers, supervisors, and individual contributors. A Director position is operationally and functionally focused as well as strategically focused.

The Executive is the highest level of management class in the city other than appointees or elected officials. An Executive directs multiple divisions and is responsible for supervising directors, managers, supervisors, and individual contributors. An Executive position is strategically focused.

The Deputy Director of the Office of Human Resources class is distinguished from the Executive Director of the Office of Human Resources that directs a comprehensive, city-wide Human Resources Office.

Guidelines, Difficulty, and Decision-Making Level

Guidelines are in the form of City Charter, ordinances, and legal and professional regulations and objectives.

Work assignment is unstructured, and the employee is responsible for establishing and directing the mission, vision, and objectives of the organization.

Duties performed involve weighing and evaluating multiple complex and abstract factors requiring a high degree of concentration, analytical ability, judgment, problem-solving, and an external awareness on a variety of political, business, and community factors.

The employee is responsible for directing multiple divisions, generally with citywide responsibilities, that require developing and implementing strategies, objectives, and policies; defining an organizational structure and required resources; establishing organizational performance standards; and providing leadership for the organization and the community.

Level of Supervision Received & Quality Review

Work is reviewed for the attainment of strategic goals, overall service delivery, compliance, and fiscal accountability with specified citywide objectives from City Charter and Ordinances.
**Interpersonal Communication & Purpose**

Communication at this level is primarily externally focused. Involves establishing and maintaining effective working relationships with employees, other executives, and elected/appointed officials. Serves as the principal representative accountable to community-based organizations, the business community, and/or the public for critical issues that affect the department and/or the city.

**Level of Supervision Exercised**

Directs multiple divisions of a department by supervising directors, managers, supervisors, and other staff members.

**Essential Duties**

Drives the operational effectiveness of the overall agency as well as discrete functional areas by partnering with agency leadership and subordinate managers and implementing HR solutions aligned to various business goals and challenges of each agency.

Builds division staff functional expertise to influence, guide and participate in the business discussion involving talent and human capital decisions of the organization. Provides support to teams who advise, consult, and organize human resources activities

Guides subordinate managers to partner with agency stakeholders to create a vision for leadership development; drive coordinated action of people and talent practices to address the organization leadership gaps

Plans, develops, executes, and refines HR strategy for the overall agency as well as functional area staff.

Drives business process improvements and innovations to streamline work and improve efficiency and quality of HR service delivery.

Builds collaborative partnerships across the OHR team to eliminate functional silos, removes barriers and improves workflow and process across the organization.

Represents the Executive Director with crucial stakeholders including Career Service Board, Elected and Appointed Officials and OHR team.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employees; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

**Competencies**

Adapting and Responding to Change: Adapts to changing circumstances and direction. Accepts new ideas and change initiatives while still guiding staff progressively forward.

Creating and Conceptualizing - Identifies and produces innovative ideas and thinking strategically. Promotes and implements best practices and leading-edge ideas and puts them into action delivering results.
Deciding and Initiating Action - Takes responsibility for actions, projects, and people; makes quick, clear decisions why may include tough choices, after considering risks.

Delivering Results and Meeting Customer Expectations - Focuses on customer needs and satisfaction. Sets high standards for quality, quantity, and timelines. Consistently achieves project and financial goals.

Leading and Coaching - Provides others with a clear direction, motivation, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching. Leads and coaches clients to achieve the best results.

Persuading and Political Influence - Gains clear agreement and commitment from others by persuading, convincing, and negotiating. Makes effective use of political processes to influence others.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles the conflict.

**Knowledge & Skills**

Knowledge of laws, rules, regulations, case law, principles, and practices related to employee conduct, performance, and dispute resolution.

Knowledge of hiring, classification, compensation, benefits, labor relations, negotiation, learning & development, HR systems, analytics/metrics, innovation, and budgeting.

Knowledge of federal and state laws and regulations concerning the Department of Labor laws

Knowledge of federal and state employment laws related to FMLA, ADA, HIPAA and Workers Compensation, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.

**Education Requirement**

Bachelor’s Degree in business administration, human resources, or a related field.

**Experience Requirement**

Twelve (12) years of experience in a human resources administration environment.

**Education & Experience Equivalency**

Two (2) years of the appropriate type and level of experience may be substituted for each required year of post-high school education.

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

**Licensure & Certification**

None

**Working Environment**

Subject to long, irregular hours.
Subject to pressure for multiple calls, inquiries, and interruptions.
Subject to varying and unpredictable situations.
Proposals to be reviewed and timely decisions to be made.
### Level of Physical Demand

| Sedentary |

### Physical Demands

(Physical Demands are a general guide, and specific positions will vary based on working conditions, locations, and agency/department needs):

- **Hearing**: perceiving the nature of sound by ear.
- **Lifting**: raising or lowering objects weighing no more than 10 pounds, from one level to another.
- **Mental Demands**: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.
- **Sitting**: remaining in the normal seated position.
- **Stooping**: bending the body by bending the spine at the waist.
- **Talking**: expressing or exchanging ideas through spoken words.
- **Vision Near acuity**: the ability to see clearly at 20 inches or less.

### Medical Exam Requirement

| No |

### Background Check Requirement

- Criminal Check
- Education Check
- Employment Verification

### Assessment Requirement

| None |

### Class Detail

- **FLSA Code**: Y
- **Management Level**: 3
- **Established Date**: 6/20/2016
- **Established By**: Segal Waters Consulting
- **Revised Date**: 3/23/2018
- **Revised By**: Blair Malloy
- **Class History**: 3/23/18: Updated and revised entire classification.