General Statement of Duties

Performs complex human resources work in support and needs of city agencies and divisions. Partners with stakeholders to attract, develop, and retain top talent. Performs a variety of complex tasks within the human resources functions related to employee relations, recruitment support, separation, leave administration, classification and compensation, and benefits processing.

Distinguishing Characteristics

This class is part of the Human Resources Business Partner job series. The job series encompasses the following job classifications and a summary of their essential job function is as follows:

- **Associate Human Resources Business Partner**: This job is the first level of a three-level series. The essential function of this job is to perform standard level human resources work in support and needs of city agencies and divisions. Partners with stakeholders to attract, develop, and retain top talent. Performs a variety of standard level tasks within the human resources functions related to employee relations, recruitment support, separation, leave administration, classification and compensation, and benefits processing.

- **Human Resources Business Partner**: This job is the second level of a three-level series. The essential function of this job is to provide full performance human resources work in support and needs of city agencies and divisions. Partners with stakeholders to attract, develop, and retain top talent. Performs a variety of full performance tasks within the human resources functions related to employee relations, recruitment support, separation, leave administration, classification and compensation, and benefits processing.

- **Senior Human Resources Business Partner**: This job is the third level of a three-level series. The essential function of this job is to provide complex human resources work in support and needs of city agencies and divisions. Partners with stakeholders to attract, develop, and retain top talent. Performs a variety of complex tasks within the human resources functions related to employee relations, recruitment support, separation, leave administration, classification and compensation, and benefits processing.

Guidelines, Difficulty and Decision-Making Level

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.
Level of Supervision Received & Quality Review

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised

By position, performs lead work and/or supervises human resources staff.

Essential Duties

Performs a variety of complex analytical, technical and administrative level human resources functions related to employee relations, performance management, classification and compensation, dispute resolution, recruitment support, separation, leave administration, and benefits processing.

Conducts studies/projects on various human resources topics, compiles supporting data to document methodology, and writes reports on findings.

Interprets and explains human resources laws, Career Service Rules, administrative regulations, memoranda of understanding, the City Ordinances, and other human resources policies and procedures to supervisors, and employees.

Demonstrates continuous effort to improve operations, decrease turnover times, streamline work processes, and work cooperatively and jointly to provide quality customer service.

Provides day-to-day advice and counsel to employees, supervisors, and managers regarding human resources matters such as performance management, employee relations, dispute resolution, and corrective actions.

Recommends organizational development strategies to department/division personnel including quality improvement, performance enhancement approaches, and problem solving by analyzing departmental trends and performance outcomes.

Receives, investigates, and resolves complaints including discrimination, harassment, violence in the work place, and hostile work environment, conducts investigations to ascertain case facts by interviewing complainant(s), supervisors, managers, witnesses, and other involved parties, and recommends course of action based on gathered information.

Advises managers, supervisors, and employees on employee relation’s issues and disciplinary/grievance processes to ensure compliance with the rules, policies, and procedures.

Leads the resolution of disputes and develops solutions to problems between employees and supervisors/managers using a variety of resolution approaches.

Coordinates the grievance/disciplinary process by scheduling and conducting disciplinary hearings, recommending appropriate disciplinary action, and drafting letters of discipline and reports.

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

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Customer Service – interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services

Decision Making – Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish program goals, and causes change.

Influencing/Negotiating – Persuades others to accept recommendations, cooperate, or change their behavior, works with others towards an agreement, and negotiates to find mutually acceptable solutions.

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

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

### Knowledge & Skills

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

Knowledge of hiring, classification, benefits, labor relations, negotiation, and federal, state and local employment regulations.

Knowledge of federal and state laws and regulations with respect to Department of Labor laws as it relates to FMLA, ADA, HIPAA and Workers Compensation.

Knowledge of laws, 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

Five (5) years of professional human resources experience.

### Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.
Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

None

**Working Environment**

Subject to pressure for multiple calls, inquiries, and interruptions.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**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 by means of spoken words.
- Vision Near acuity: ability to see clearly at 20 inches or less.

**Background Check Requirement**

- Criminal Check
- Education Check
- Employment Verification

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

- Pay Grade: A-811
- FLSA Code: Y
- Management Level: 9
- Established Date: 9/21/2018
- Established By: Lori Schumann
- Revised Date: 2/24/19
- Revised By: Blair Malloy
- Class History: Updated level of supervision and other minor spec edits.