General Statement of Duties

Ensures that human resource and employee relations practices are consistent and in compliance with applicable federal, state, and local laws. Conducts investigations, writes and presents reports to appropriate parties. Assists in the development and implementation of policies. Provides training and counsel to human resource employees.

Distinguishing Characteristics

This class performs specialized, professional human resources work. This class is distinguished from a Human Resources Business Partner Senior that functions as a strategic human resources consultant, where an agency human resources team does not exist, acting as a subject matter expert within all functional areas in human resources. Ensures that human resources practices are consistent with legal and regulatory requirements, CSA Rules, human resources best practices, and the city’s strategic vision for human resources. Ensures that the human resources strategy is linked to the operational strategy of the agency. Creates and implements integrated human resources solutions to business problems with human resources systems implications.

Guidelines, Difficulty and Decision-Making Level

Guidelines are generally in the form of stated objectives only, with issues and factors largely undefined, requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy, and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories, and concrete factors to be evaluated and weighed requiring a high degree of analytical ability, independent judgment, and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied, and simultaneous coordination of several functions, programs, or projects in various stages of completion.

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 of a remedial nature involving the resolution of problems and where some degree of discretion and judgment are required in carrying out a major program and/or function of the organization.

Level of Supervision Exercised

By position, performs lead work or supervises employees within the functional area.

Essential Duties

By position, may perform Major level duties in the absence of the Major.
### Competencies

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

- **Customer Service** - Works with customers to assess needs, provides assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

- **Interpersonal Skills** - Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

- **Reading** - Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

- **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 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

Six (6) years of experience in an employee relations or workplace investigation environment.

### 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

For DPL Positions Specifically:
Atmospheric Conditions: conditions that affect the skin, eyes or respiratory system.
Handles absentee replacement on short notice.
Handles emergency or crisis situations.
Occasional pressure due to multiple calls and inquiries.
Subject to pressure for multiple calls, inquiries, and interruptions.

### Level of Physical Demand

For DPL Positions Specifically:
1-Sedentary (0-10 lbs.) - 2-Light (10-20 lbs.)

### Physical Demands

For DPL Positions Specifically:

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

- **Sitting**: Remaining in a stationary position.
- **Reaching**: Extending the hands, arms, or other device in any direction.
- **Handling**: Seizing, holding, grasping, through use of hands, fingers, or other means.
- **Fingering**: Picking and pinching, through use of fingers or otherwise.
- **Talking**: Communicating ideas or exchanging information.
- **Hearing**: Perceiving and comprehending the nature and direction of sounds.
- **Repetitive Motions**: Making frequent or continuous movements.
- **Eye/Hand/Foot Coordination**: Performing work through using two or more body parts or other devices.
- **Vision Near Acuity**: Ability to perceive or detect objects at 20 inches or less.
- **Vision Far Acuity**: Ability to perceive or detect objects clearly at 20 feet or more.
- **Depth Perception**: Ability to judge distances and space relationships.
- **Lifting**: By Position, may move objects up to 10 pounds, or 10-20 pounds from one level to another.

### Background Check Requirement

- Criminal Check
- Education Check
- Employment Verification

### Assessment Requirement

None

### Probation Period

None

### Class Detail

- **Pay Grade**: A-813
- **FLSA Code**: Y
- **Management Level**: 9
- **Established Date**: 12/14/2018
- **Established By**: Lori Schumann
- **Revised Date**: 1/17/2020
- **Revised By**: Ryland Feno
- **Class History**:
  Updated classification to Library specifics.