General Statement of Duties

Manages the human resources services for one or multiple client Agencies. Partners with Agency leadership in determining human resource needs. Directs and develops a team of Human Resource Generalists/Business Partners. Supports a vision for leadership development to support successful attainment of client’s business strategies, goals and outcomes. Defines and supports organizational structure, workforce planning and talent management strategies. Demonstrates ability to select strong talent, fosters an environment that inspires strong employee performance.

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 work groups/areas within a division or agency and is generally responsible for supervising first or second line supervisors and/or individual contributors. A Manager position is operationally and/or functionally focused.

The Director is a mid-level management class. A Director manages a division or agency and is generally responsible for supervising managers, supervisors, and individual contributors. A Director position is operationally and/or 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 generally responsible for supervising directors, managers, supervisors, and individual contributors. An Executive position is strategically focused.

The Human Resources Manager class is distinguished from the Executive Director of the Office of Human Resources that directs a comprehensive, city wide Human Resources Office by establishing a multi-year vision and strategic plan for the organization while ensuring alignment with the city's broader organizational and human resources goals and objectives and ensures the organization accomplishes annual goals and initiatives.

Guidelines, Difficulty and Decision-Making Level

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

Level of Supervision Received & Quality Review

Under managerial direction, the employee is responsible for achieving the work objectives of an organizational unit(s) within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work.

Work is reviewed for soundness of judgment, feasibility of decisions, and work production based on defined performance standards.
**Interpersonal Communication & Purpose**

Communication at this level is primarily internally focused and involves establishing and maintaining effective working relationships with team(s), related work areas, and higher-level managers. Provides guidance and interpretation of the organization’s policies, procedures, and standards. Provides information to higher level managers and elected and appointed officials.

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and knowledge are required. Contacts where the exchange of information, support, influence, and cooperation may have a very significant impact on the division, programs, and/or policies of the organization.

**Level of Supervision Exercised**

Manages a work group(s) within a division by supervising supervisors and/or individual contributors.

**Essential Duties**

Manages Human Resources Service Team operation. May oversee human resources function for an independent agency.

Manages daily operations. Sets goals and manages performance, facilitates training and development activity. Prioritizes work assignments.

Attracts, develops and retains team through construction of development plans and performance measures; creates environment that promotes employee engagement.

Facilitates delivery of services by cross-functional teams.

Recruits, trains, coaches, counsels, and disciplines staff. Plans, monitors, appraises and reviews staff job contributions.

Establishes performance metrics and identifies opportunities for professional and technical development such as educational workshops, reviewing professional publications and participating in professional societies.

Leads initiatives to streamline service team standard work processes that result in improved cost, time, resources or quality impacts to service delivery for service team.

Garners senior team support and leads initiatives to build leadership capability in the organization to improve employee performance and drive successful business outcomes.

Demonstrates Service Team functional expertise to influence, guide and participate in business discussions involving talent and human capital decisions of the organization.

Develops career path processes and recommends new approaches and procedures to improve efficiency and performance.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; 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

**Analyzing** - Analyzes data and all other sources of information, patterns, and relationships. Demonstrates an understanding of how one issue may be a part of a much larger system.

**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** - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

**Influencing** - Collaborates with, persuades and influences others.

**Relating and Networking** - Easily establishes good relationships with customers, partners, and staff. Relates well to people at all levels; builds expansive and effective networks of contacts.

**Coaching** - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

### 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 level human resources experience including three (3) years supervising staff.

### 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.

Additional appropriate education may be substituted for the minimum 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.

**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-815
- **FLSA Code**: Y
- **Management Level**: 5
- **Established Date**: 9/21/2018
- **Established By**: Lori Schumann
- **Revised Date**: 
- **Revised By**: 
- **Class History**: 

City and County of Denver