General Statement of Duties

Leads the human resource records function, ensuring that records are created, maintained, and destroyed efficiently, accurately, and in compliance with applicable records regulations. Directs the day-to-day operations of the records team.

Distinguishing Characteristics

This class performs professional and supervisory work over professional human resources staff.

The Human Resources Service Center Supervisor is distinguished from a Manager Human Resources that 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.

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 has personal accountability for carrying out the work objectives of an organizational unit or section 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 may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communication & Purpose

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised

Supervises individual contributors.

Essential Duties

Directs the day-to-day operations of the records team. Ensures processes are in place to ensure work completion.

Assigns work to provide balanced coverage, accurate entry, and secure storage.

Ensures that systems and tools are in place to support the needs of the staff and the organization support.
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 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

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<th>Competencies</th>
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<tr>
<td>Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.</td>
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<td>Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals</td>
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<td>Influencing - Collaborates with, persuades and influences others.</td>
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<td>Interpersonal Skills – Establishes and maintains constructive and cooperative interpersonal relationships with staff, peers, higher-level managers, staff from other organizations, internal and external customers, and local stakeholder groups to accomplish section’s mission. Adapts approach to different people and situations.</td>
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<tr>
<td>Planning and Evaluating – Determines objectives and strategies, coordinates with other parts of the organization to accomplish goals, monitors and evaluates the progress and outcomes of operational plans, and anticipates potential threats or opportunities.</td>
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<td>Problem Solving – Identifies and analyzes problems, uses sound reasoning to arrive at conclusions, finds alternative solutions to complex problems, and distinguishes between relevant and irrelevant information to make logical judgments.</td>
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Knowledge & Skills

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<td>Knowledge of hiring, classification, benefits, labor relations, negotiation, and federal, state and local employment regulations.</td>
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<tr>
<td>Knowledge of Career Service Rules and applicable laws.</td>
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<td>Knowledge of appeal procedures.</td>
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<td>Knowledge of Colorado Open Records Act and record maintained by OHR.</td>
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Education Requirement

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<td>Bachelor’s Degree in Business Administration, Human Resources, or a related field.</td>
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Experience Requirement

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<td>Three (3) years of experience in human resources including one (1) year in a full performance role.</td>
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### 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

Professional Supervisor

### Probation Period

Six (6) months.
Class Detail

Pay Grade: A-808
FLSA Code: Y
Management Level: 7
Established Date: 9/21/2018
Established By: Lori Schumann
Revised Date:
Revised By:
Class History: