



Office of Human Resources
HR Supervisor - VA2258
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General Statement of Duties

Administers the human resource function for multiple branches of the Agency. Sets recruiting strategies. Facilitates and investigates employee relations issues. Manages special human resource projects for the Agency. Supervises paraprofessional staff in the administration and processing of multiple human resources functional areas.

Distinguishing Characteristics

This class performs professional and supervisory work over professional human resources staff. The Human Resources Supervisor is distinguished from a Lead worker that serves as a working lead on a team that assists the human resources function by performing paraprofessional work coordinating and administering a variety of complex and specialized human resources functions (such as payroll/retirement processing, personnel file management, and leave management), coordinate interviews and meetings, enter data, run reports, and check the work of more junior roles.

The Human Resources Supervisor is distinguished from a Manager that manages an operational and/or functional area(s) and performs some elements of supervision by recommending and implementing plans, procedures, policies, programs, and projects.

Level of Supervision Exercised

Manages a work group(s) within a division by supervising individual contributors.

Essential Duties

Facilitates employee relations issues and perform investigations in accordance with HR processes and procedures.

Supports managers with performance improvement and corrective action situations.

Interprets and explains HR policies, procedures and laws to managers, supervisors and staff.

Ensures legal compliance with workplace with policies and other federal, state, and local laws.

Investigates and recommends solutions for significant human resources issues and/or problems that have organizational impacts.

Monitors and directs daily operations to ensure policies and procedures are being followed.

Ensures goals and objectives are met, services are being provided efficiently and effectively, and takes corrective action when needed.

Resolves operational and management issues, makes decisions that are inclusive of multiple perspectives and solves underlying problems.

Represents HR in meetings with Library Commission, E-team and other city entities.

Resolves escalated employee complaints.

Provides guidance, assistance and support on recruitment, workforce planning, policy implementation, organizational development, change management, and employee relations.

Plays a leadership role in further developing a positive, creative and ethical environment; champion best practices approach.

Fosters collaborative relationships that benefit the organization.

Supervises HR Technicians that focus on customer service, recruitment, payroll, onboarding and general office support.

Selects, trains, develops and evaluates subordinate staff.

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.

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

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

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.

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.

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.

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.

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.

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Education Requirement

Bachelor's Degree in Business Administration, Human Resources, or a related field.

Experience Requirement

Six (6) years of experience in a human resources administration 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.

A combination of appropriate education and experience may be substituted for the minimum education and 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-813

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: