

CITY OF TUALATIN

Classification Description

Job Title: Human Resources ~~Manager~~Director
Department: Administration
Reports To: City Manager or Designate
FLSA Status: Exempt

SUMMARY: Manages the Human Resources and Volunteer Services Divisions of the Administration Department. Develops and administers the employee and labor relations functions for all departments and divisions of the City. Provides technical guidance to the organization on all human resource issues. Serves as City Benefits Administrator, Classification and Compensation Administrator, and Safety and Organizational Development Coordinator. Conducts a wide variety of special projects including research and writing policies and procedures. Required to maintain confidential and sensitive information.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Establishes goals and objectives for human resource and volunteer service functions which align with Council, organizational goals and performance expectations.

Continuously assesses and monitors the efficiency and effectiveness of the division's service delivery methods and procedures; identifies opportunities for improvement and directs the implementation of change.

Formulates, monitors and recommends procedures and activities involved in the recruitment, selection, classification, performance evaluation, retention, recognition and career development of all City employees. Analyzes wage and salary reports and data to determine competitive compensation plan.

Conducts research, develops strategies and participates in all matters relative to collaborative labor negotiations and third party resolution to labor disputes. Advises City Manager and management staff on issues of employee relations including contractual requirements, legal requirements and good management practices.

Meets with employees, supervisors, managers and directors to resolve employee conflicts, problems, concerns and to resolve sensitive or controversial issues. Investigates grievances and complaints and recommends resolution. Advises management on corrective action and strategies for handling corrective action and addressing performance deficiencies. Provides instruction and resources to management staff regarding good employee relations policies and practices and contract interpretation and application.

Exercises creative thinking and finds alternative and innovative solutions to issues affecting the work force. Acts in a courteous, respectful, and professional manner. Is responsive to citizen and internal requests. Creates and maintains a supportive work environment. Treats all employees with respect. Cultivates and maintains internal and external professional relationships to the benefit of the City.

Develops and implements a variety of City-wide employee and organizational development training and recognition programs.

Conducts research, procedural and administrative studies and prepares reports containing solutions or courses of action. Directs and implements programs as approved by the City Manager.

Administers the City's EEO, Affirmative Action and new employee orientation program.

Maintains current information on legislative affairs, statutory changes, case law decisions and new trends relating to labor relations, employment discrimination, workers compensation, unemployment and other related topics. Monitors compliance with pertinent federal, state, and local laws, regulations, and ordinances. Consults legal counsel to ensure that policies comply with federal and state law.

Develops and monitors the Human Resources and Volunteer Services section of the Administration Department budget.

Monitors and approves the City's workers compensation and benefits programs. Coordinates with vendors to provide a wide variety of optional benefits and programs for City employees including supplemental insurance, health care or dependent care reimbursement plans, insurance and health club discounts, etc.

Acts as Safety Coordinator by developing and monitoring the City-wide safety and risk management program. Identify safety, wellness and health issues and ways to minimize workplace injuries and offers training in proper risk reduction procedures and methods.

May serve as a member of the Emergency Management Command Staff.

Represents the City at various local, regional and statewide meetings, serves on committees; prepares and delivers presentations regarding human resources policies and practices to staff, City Council, commissions, boards, civic groups and the public.

Drives to city facilities, vendors, training programs, and meetings, as necessary.

Ability to operate general office equipment including a PC, utilizing Microsoft Word, Excel and specific HMIS (Human Resource Management) and Payroll software.

Ability to attend night meetings.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Attendance & Punctuality – Consistently at work and on time; Arrives at meetings and appointments on time.

Change Management - Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Cost Consciousness - Works within the approved budget; Conserves organizational resources; Develops and implements cost saving measures.

Crisis Management – Able to maintain calm in non-standard situations; Recognizes what is most suitable in a given situation; Exhibits decisiveness and responsibility; Knows when to consult and involve others.

Customer Service - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Dependability - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Diversity - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Interpersonal Skills – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others

Managing People - Includes staff in planning, decision making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal & external); Fosters quality focus in others; Improves processes and services; Continually works to improve supervisory skills.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Oral Communication - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings; Demonstrates group presentation skills.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning & Organizing – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

Project Management – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project activities.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths and weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

SUPERVISORY RESPONSIBILITIES

Provides direct supervision to the professional and technical staff of the Human Resources and Volunteer Services Division. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Five years of progressively responsible human resources administration experience in a medium-sized public or private organization which provided significant generalist exposure to the human resources field. Two years of supervisory experience of professional and technical staff.

Direct exposure to labor relations, preferably in the public sector. Thorough working knowledge of recruitment and selection processes, recognition and retention programs, classification, compensation and benefits administration and safety, health and risk management practices. Technical expertise in matters pertaining to equal employment, wage and hour administration family leave laws, the Americans with Disability Act and Amendments and other pertinent laws affecting conditions of employment.

Graduation from an accredited college or university with a degree in Business Administration, Public Administration or a related field, which included direct course work in human resources, employee relations and communications.

Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work will be considered if you possess the requisite skills and abilities.

SKILLS & ABILITIES

Well-developed group interaction skills with a willingness to confront challenging issues and dispute resolution skills to help others work through complex issues.

A high degree of emotional intelligence, effective interpersonal skills, empathy, compassion and a sense of humor.

Team-leadership, with the ability to instill confidence in, as well as empower and motivate staff.

Ability to read, analyze, and interpret complex documents; respond effectively to the most sensitive inquiries or complaints; write policies and procedures using original or innovative techniques or style.

Ability to make effective and persuasive presentations on controversial or complex topics to employees, association officials, public officials and the general public; work with individual or groups to resolve problems.

Ability to apply principles of logical thinking to a wide range of intellectual and practical problems. Ability to recognize and analyze nonverbal communications and to deal with a variety of abstract and concrete variables.

Ability to consider and evaluate alternative viewpoints with an aim towards finding creative solutions by working collaboratively and offering innovative approaches to develop consensus on difficult issues.

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals; compute rate, ratio, and percent and to draw and interpret bar graphs.

CERTIFICATES, LICENSES, REGISTRATIONS

Possession of, or the ability to secure possession of: a valid Oregon driver's license; CPR and First Aid certification; Incident Command Staff certifications; and mandated safety program certifications.

PHYSICAL DEMANDS & WORK ENVIRONMENT

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must occasionally lift and/or move up to 25

pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Administrative duties of this position normally take place in an office setting with a moderate noise level. While performing incident command staff and safety coordinator duties of this job, the employee may be exposed to moving mechanical parts, fumes or airborne particles, and outside weather conditions. The noise level in this work environment is usually moderate.