

HUMAN RESOURCES MANAGER

SUMMARY DESCRIPTION

Under general direction, coordinates, directs, and implements the City's Human Resources program activities and operations including providing assistance to all City departments in the general operation of personnel functions for employees, prospective employees, and the public; and provides highly responsible and complex administrative support to the City Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assumes responsibility for coordinating, directing, and implementing the City's Human Resources program activities and operations including recruitment, selection, civil service, classification, compensation, interventions, investigations, and policy administration/compliance services and activities.
2. Participates in the development and implementation of goals, objectives, policies, and priorities for assigned human resources related programs and operations; recommends and administers policies and procedures; consults legal counsel to ensure policy compliance with federal and state law.
3. Conducts job analysis, classification, and compensation studies; observes job and/or interviews employee and/or supervisor to determine job requirements and duties; recommends modifications to the City's classification plan; develops written job descriptions and prepares written documentation to support recommendations; conducts or responds to salary classification studies or inquiries.
4. Oversees and participates in the implementation of the City's recruitment and selection programs; develops job announcements and recruitment advertisements; develops and manages selection process including providing timeline for the selection process and overseeing timely completion of process.
5. Reviews employment applications including to evaluate work history and other qualifications; assists in the development of examination/assessment centers; arranges for and/or conducts job interviews; answers applicant questions regarding working conditions, job duties, and selection process; conducts background investigations and/or reference checks on candidates; administers pre-employment tests to applicants; maintains record of selection process including unsuccessful applicants.
6. Ensures proper procedures are followed including procedures for the recruitment, testing, and maintenance of Civil Service eligibility roster for covered public safety positions; interprets Civil Service rules for public safety staff and job candidates.
7. Assists Chief Negotiator during labor negotiations; drafts contract language and tracks changes during negotiations; works with the City Manager and Chief Negotiator to formulate overall labor policy and negotiation strategy.
8. Investigates personnel complaints initiated by management or employees; assists departments and employees in the resolution of grievances; participates in personnel related hearings or investigations.
9. Provides information and communicates personnel policies and procedures to staff and employees; provides advice on personnel issues including reprimands, discipline, and terminations.
10. Serves as staff on a variety of boards, commissions, and committees including Civil Service Commission and Safety Committee; attends and prepares agendas and minutes for Civil Service Commission meetings; serves as a member of the Safety Committee; provides staff support to the

CITY OF SNOHOMISH
Human Resources Manager (Continued)

Safety Committee including to prepare agenda and minutes of Safety Committee meetings; prepare and present staff reports and other necessary correspondence.

11. Provides responsible staff assistance to the City Manager.
12. Performs a full range of technical and administrative duties in support of the City's human resources function; maintains complete personnel records including information on promotions, transfers, performance, and salary; reviews salary actions to ensure conformance with pay agreements; conducts exit interviews.
13. Provides support to the City's Risk Management function; arranges risk management training for City staff; maintains insurance property lists.
14. Prepares and processes a variety of reports and claims; processes Department of Labor and Industries accident reports; processes Department of Labor and Industries claims; processes LEOFF I Retired Medical Claims; processes claims with the City's insurance carrier.
15. As assigned, provides administrative support to the City's code enforcement function; prepares forms and letters advising property owners and tenants of possible Snohomish Municipal Code violations and time allowed for correcting deficiencies; consults files of violation reports and notifies management to determine follow-up action and to ensure correction of violations.
16. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of human resources management and administration.
17. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operational characteristics, services, and activities of a human resources management program.
- Principles and practices of public personnel administration including employee classification, compensation, recruitment, selection, training, and labor relations.
- Basic principles and practices of program development and administration.
- Methods and techniques of recruiting, interviewing, and selecting qualified applicants for employment.
- Principles and practices of wage and salary benefit administration.
- Methods and techniques of job analysis including classification and compensation.
- Basic principles and procedures involved in labor negotiations.
- Basic conflict resolution and mediation principles.
- Methods and techniques of dealing with employee grievances and unlawful allegations.
- Office procedures, methods, and equipment including computers and applicable computer applications such as word processing, spreadsheets, and statistical databases.
- Principles and procedures of record keeping and filing.
- Principles of business letter writing and basic report preparation.
- Principles and practices of customer service.
- Basic principles and practices of budget preparation and administration.
- English usage, spelling, grammar and punctuation.
- Pertinent federal, state, and local laws, codes, and regulations related to area of assignment.

CITY OF SNOHOMISH
Human Resources Manager (Continued)

Ability to:

- Oversee and participate in the management of a comprehensive human resources management program.
- Provide technical human resources management services including participating in the administration of assigned human resources programs and functions.
- Participate in the development and administration of program goals, objectives, and procedures.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Interpret and apply federal, state, and local policies, laws, and regulations governing employment and human resources management.
- Effectively represent the City to employees and outside individuals and agencies.
- Answer questions and provide information to City employees, outside agencies, and the general public requiring the interpretation and explanation of human resources program, policies, and procedures.
- Maintain accurate and complete employee records.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures.
- Research, compile, and interpret data.
- Participate in the preparation of a variety of reports.
- Prepare correspondence and memoranda.
- Implement and maintain standard filing systems.
- Type and/or enter data at a speed necessary for successful job performance.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Organize work to meet priorities and deadlines.
- Work independently in the absence of supervision.
- Operate and use modern office equipment including a computer and various software packages.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in human resources, public administration, business administration, or a related field. Additional experience and specialized training may substitute for formal education.

Experience:

Four years of experience performing responsible and complex human resource generalist work, including two years of administrative and supervisory responsibility.

License or Certificate:

Possession of a valid Washington State Driver's License.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Standard office setting with some travel to attend meetings; exposure to moderate noise levels and frequent interruptions.

Physical: Incumbents require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of a computer keyboard; light lifting and carrying; ability to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.

Job descriptions are not intended, nor should they be construed to be, an exhaustive list of all responsibilities, tasks, skills, efforts, working conditions or similar behaviors, attributes or requirements associated with a job.

Date: May 2011