

## **HUMAN RESOURCES MANAGER**

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and reviews the work of staff performing professional, technical, and administrative support duties related to all programs and activities of the Santa Clara County Housing Authority (Agency) Human Resources Unit, including recruitment and selection, employee benefits administration, job analysis and classification, compensation, workers' compensation, safety, performance management, training and development, and general human resources administration; coordinates assigned activities with other Housing Authority (Agency) departments, outside agencies, and the public; provides highly responsible and complex professional assistance to the Assistant Director of Human Resources, and senior management, in areas of expertise; performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Assistant Director of Human Resources. Exercises general and direct supervision over assigned human resources staff.

### **CLASS CHARACTERISTICS**

This is a mid-management classification that manages all human resources programs and activities in the Administrative Services Department. The incumbent organizes and oversees day-to-day human resources programs. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent is responsible for providing professional-level support to the Assistant Director of Human Resources and Director of Administrative Services in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating divisional work with that of other departments, divisions, and outside agencies. This class is distinguished from the Assistant Director of Human Resources in that the latter has overall responsibility for all administration/business services programs, including human resources, labor relations, employee relations, performance management, training and development, safety and risk management, and for developing, implementing, and interpreting public policy.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Plans, manages, and participates in the design, development, and administration of comprehensive human resources programs, including recruitment and selection, employee benefits administration, job analysis and classification, compensation, workers' compensation, safety, performance management, training and development, and general human resources administration.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the Unit; recommends within policy, appropriate service and staffing levels; recommends and administers human resources policies and procedures.
- Participates in the development, administration, and oversight of the Unit budget.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Assistant Director of Administration.
- Participates in the selection of, trains, motivates, and evaluates assigned human resources personnel; works with employees to correct deficiencies; recommends and implements discipline as needed.
- Meets and confers with department staff regarding interpretations of human resources policies and procedures.
- Participate in the Agency's labor relations program; including labor management, meet and confer and negotiations meetings under the Meyers-Milias-Brown Act (MMBA); may prepare and present various reports and updates to management; may meet with labor representatives and management in the adjustment of grievances and in employee hearings under the Skelly provisions.
- Conducts review of merit increase recommendations, conducts equity analysis and performs job evaluations; reviews promotion and salary increase recommendations and provides input to management.

- Assist in the management of performance management program; works with management and staff to address performance concerns including drafting and/or reviewing Performance Improvement Plans (PIP); reviews and provides input on performance appraisals, provides supervisors with guidance on providing performance feedback.
- Provides assistance to the Assistant Director of Human Resources and the Executive Management team and provides staff support to assigned boards and commissions; attends and participates in professional group meetings and participates on a variety of boards, commissions, and committees; stays abreast of new trends and innovations in the field of human resources and prepares and presents staff reports and other necessary correspondence.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Education and Experience:**

A bachelor's degree from an accredited four-year college or university with major coursework in human resources management, public or business administration, or a related field and seven (7) years of experience in human resources administration, including three (3) years of supervisory experience.

### **Licenses and Certifications:**

Possession of or the ability to obtain and retain a valid California Driver License and a driving record acceptable to the Agency.

### **Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
- Principles and practices of budget development and contract administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Organization and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of comprehensive human resources program development, implementation, and management.
- Applicable federal, state, and local laws and Agency resolutions, policies, and procedures relevant to assigned area of responsibility.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively representing the Agency in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

### **Ability to:**

- Assist in developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Effectively administer a variety of human resources programs and administrative activities.
- Interpret, apply, and explain federal, state, and local laws and regulations, and policies, procedures, and practices of human resources administration.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.

- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the Unit and the Agency in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Agency and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

### **ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.