

SENIOR HUMAN RESOURCES SPECIALIST

DEFINITION

Under general direction, provides consulting services to the Santa Clara County Housing Authority (Agency) departments related to all aspects of human resources programs and activities including recruitment and selection, employee benefits administration, job analysis and classification, compensation, workers' compensation, performance management, training, and general human resources administration; assists in planning activities to improve organizational productivity and customer service; assists in employee relations and labor relations programs; coordinates and serves as a liaison for assigned programs, projects, and activities with other Housing Authority (Agency) departments, outside agencies, and the general public; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Human Resources Manager. Exercises no supervision of staff. May exercise functional and technical direction over assigned staff.

CLASS CHARACTERISTICS

This is the advanced journey-level class in the human resources specialist series. Incumbents independently administer assigned projects or programs; research, analyze, and recommend solutions to a wide range of human resources issues; demonstrate independent judgment in selecting methods and techniques for obtaining solutions; and serve as a resource for human resources programs and studies which are complex in nature and diverse in scope. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of assigned projects, programs, and team(s). This class is distinguished from the Human Resources Manager in that the latter is responsible for managing the Human Resources Unit.

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.

- Serves as a human resources liaison, providing or coordinating the provision of a wide range of human resources programs and services to management and staff; coordinates and provides Agency-wide functional expertise and leadership in assigned areas of responsibility.
- Administers multi-tiered employee benefits programs that include plans such as retirement, long-term disability, health, life, dental, vision, employee assistance program, and worker's compensation; coordinates open enrollment; audits benefits programs, policies, and processes; develops recommendations for process improvements and to ensure compliance with regulatory requirements.
- Plans, designs, and administers the recruitment and selection process; confers with departments to ascertain needs; monitors and compiles activity statistics to analyze workload and customer service impacts; recommends program and system enhancements to improve efficiency and effectiveness; recommends and implements recruitment and selection strategies and outreach recruitment efforts and job-related selection policies and procedures.
- Performs job analysis and classification studies of new and existing positions; writes new and revises existing classification specifications as appropriate; conducts compensation studies for new and existing positions, determines appropriate internal and external comparators, makes recommendations, and participates in the development, implementation, and administration of compensation strategies and programs, and classification plans; responds to external compensation surveys.
- Responds to employee and retiree questions and complaints, and may interface with medical insurance providers and insurance representatives.
- Provides support for employee and labor relations activities; provides advice and counsel to management and employees in the interpretation of human resources policies and procedures, Memorandum of Understanding (MOU) contract application, and administering grievances; resolves or assists in the resolution of disputes; works with management to resolve employee performance and conduct issues; recommends corrective action and reward strategies, subject to management concurrence.

- Implements and maintains the Human Resources Information System (HRIS) database, and other software programs and website (Agency website postings, SharePoint), in compliance with governing laws, rules, and policies, including updating information and providing basic technical and troubleshooting assistance on system to management and line staff.
- Develops and administers the Human Resources Unit budget; reviews and gathers data for development of variance reports; monitors revenues and expenditures; develops recommendations and submits requests for adjustments.
- Administers the workers' compensation claims management function; processes insurance claims submitted; monitors accepted claims prior to closure; provides information to claimants, attorneys, and workers' compensation carrier; assists employees in resolving issues related to workers' compensation, safety, and health; maintains accurate databases; prepares reports and other related documentation.
- Administers leave of absence programs ensuring legal compliance; reviews leave of absence requests; makes recommendations and develops employer response; interprets human resources policies and procedures with regards to benefits and paid and unpaid time off options for employees; educates employees and managers on policy and legal compliance regarding leaves of absence.
- Collects and analyzes human resources data; prepares monthly, quarterly, and year-end human resources, legal, summary, and technical reports.
- Composes, types, edits, and proofreads a variety of human resources documents, including forms, memos, administrative, statistical, financial, and staff reports, and correspondence for department management and staff; inputs and retrieves data; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections.
- Administers special human resources programs such as education assistance and tuition reimbursement, performance management, and wellness programs.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

An associate degree in human resources management or related field; and five (5) years of increasingly responsible experience administering human resources programs. Bachelor's degree preferred.

Licenses and Certifications:

None.

Knowledge of:

- Principles and practices of human resources, including recruitment and selection, employee benefits administration, job analysis and classification, compensation, employee training and development, employee and labor relations, workers' compensation, performance management, and general human resources administration.
- Principles and techniques of conducting studies, evaluating alternatives, making sound recommendations, and preparing and presenting reports.
- Recent and on-going developments, current literature, and sources of information related to human resources programs, projects, and services.
- Applicable federal, state, and local laws and Agency resolutions, policies, and procedures relevant to assigned area of responsibility.
- Business letter writing and standard formats for reports and correspondence.
- Principles and practices of research, data collection, and report preparation.
- Record-keeping principles and procedures.
- Business mathematics and basic statistical techniques.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment and computer applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:

- Interpret, apply, and explain federal, state, and local laws and regulations, and policies, procedures, and practices of human resources administration.
- Implement assigned human resources programs, projects, and activities in an independent and cooperative manner, evaluate alternatives, make sound recommendations, and prepare reports.
- Research, interpret, summarize, and present administrative and programmatic information and data in an effective manner.
- Understand the organization and operation of the Agency and of outside agencies as necessary to assume assigned responsibilities.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Make accurate mathematical, financial, and statistical computations.
- Effectively represent the Unit and the Agency in meetings with other staff, outside agencies, community groups, and the public.
- 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; 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.