

Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job.

Job title	Human Resources Manager
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GENERAL PURPOSE

Under administrative direction, performs complex professional and project management-related activities in support of the District's human resource management activities, functions, and programs, including recruitment and selection, classification, compensation, contract administration/negotiation, employee relations, performance appraisal, benefits administration, and supervisor-employee development; serves as project manager on assigned projects; manages the work of assigned staff; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating the work of assigned staff. Incumbents are responsible for performing diverse, specialized and complex work involving significant accountability and decision-making responsibilities. Positions in the classification rely on experience and judgment to perform assigned duties. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Director of Human Resources. Exercises direct supervision over assigned professional and technical staff.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

- Plans, organizes, supervises, trains and evaluates the performance of assigned staff, fellows, and interns; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and

provides other rewards to recognize performance; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's rules, policies, and labor contract provisions; identifies best-of-class work practices among assigned staff and assures uniform adoption of those practices.

- Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment, which supports achieving the department's and the District's mission, strategic plan, objectives, and values.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, ensuring alignment with the District's Strategic and Operational Plans.
- Performs complex, professional and project management-related activities in support of the District's human resource management activities, functions, and programs.
- Serves as project manager for District-related strategic plan initiative pertaining to human resources-related projects; leads and participates in administering and maintaining the District's Human Resources Information System and payroll system interface.
- Conducts organizational and position classification studies; audits and prepares new or modified job-analysis documents and job descriptions; recommends changes regarding incumbents, classes, and class series.
- Develops recommendations and advises managers regarding employee relations procedures, issues, and cases, such as grievances, disciplinary actions, human resource policies, and contract application and interpretation.
- Designs and conducts special surveys and studies regarding compensation and other human resource management issues; recommends salary structure or benefit program changes based on studies and analyses; provides classification, compensation, and benefits information to other organizations.
- Consults with employees and their representatives to identify and resolve employee/employer-related problems and issues; provides staff support to the disciplinary review committee.
- Investigates allegations of rule violations including discrimination and sexual harassment; prepares official reports and recommends corrective actions as appropriate.
- Develops and delivers training programs and workshops for managers and employees including, but not limited to, supervisor orientation, policy training, employee development, and Human Resources Information System (HRIS).

- Participates in the labor negotiations and employee/employer relations process; researches and drafts contract proposals.
- Directs the preparation of job announcements, advertisements, and other recruitment materials; ensures that all phases of recruitment and selection comply with applicable federal, state, and local laws, regulations, guidelines, and District policies.
- Confers with and interprets policies, procedures, and regulations to District management, staff, and the public.
- Designs and participates in administering specialized human resource programs, including the apprenticeship/intern program, performance management, etc.
- Oversees the maintenance of personnel records and specialized and confidential files.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

Continuous Improvement Related Duties:

- Supports application of Continuous Improvement principles in the oversight of operations within the business unit.
- Assists in the development and maintenance of best practice in unit work processes and supports the philosophy of continuous improvement.
- Develops and monitors team and individual performance measures, ensuring that they align with District's strategic and operational plans.
- Ensures a thorough understanding of the Strategic Planning Cycle and participates in its development and deployment.

REQUIRED QUALIFICATIONS

Knowledge of:

- Theory, principles, practices, and techniques of public personnel administration, including recruitment, testing and selection, affirmative action, employee relations, classification and job analysis, compensation and benefits administration, employee development, and performance planning and appraisal.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.

- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles, laws, and practices of labor relations, including negotiation and contract administration techniques.
- Administrative principles and methods, including goal setting, program development and implementation.
- Office and records management practices and procedures.
- Principles and practices of sound business communication.
- Research methods and analysis techniques.
- Trends in human resource program development.
- District personnel rules, policies, and labor contract provisions.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Continuous Improvement Based Knowledge:

- The core values, concepts, and framework of continuous improvement criteria, including the principles of management by fact, and organizational and personal learning.
- Familiar with process mapping and structured problem solving.
- Theoretical and practical knowledge necessary to develop and monitor individual performance standards, and insure they align with key performance measures for the unit.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Analyze and make sound recommendations on complex, human resources management issues.
- Present proposals and recommendations clearly and logically.
- Represent the District effectively in negotiations and other dealings with employee association representatives on a variety of issues.

- Develop and deliver effective classroom training sessions and workshops to a broad range of District managers, supervisors, and employees.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Maintain confidentiality of sensitive personal information of employees, former employers, and other matters affecting District employee relations.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- Effectively represent the department and the District in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Continuous Improvement Based Abilities:

- Maintain and utilize process flow charts for key processes, with performance standards related to customer and stakeholder needs.
- Validate customer requirements.
- Create a workplace that values employees, encourages their development, values their participation, and encourages innovation.
- Create an environment of continuous improvement and to ensure business unit results consistent with expectations in key performance measures.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Five (5) years of progressively responsible professional experience supporting human resources programs, preferably in a government or utility environment, one (1) year of which should be in a supervisory or lead capacity.

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in human resources, public or business administration, or a related field.

Licenses/Certifications:

- Professional designation in human resources management or related specialty is desired.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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 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.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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

Eastern Municipal Water District
Job Title: Human Resources Manager
Last Update: December 2018

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Director</i>
Date adopted:	<i>October 2, 2019</i>
Date modified:	
FLSA determination:	<i>Exempt</i>

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for Human Resources Manager. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____