

HUMAN RESOURCES SERVICES MANAGER

CLASS DESCRIPTION

General Responsibilities:

This is highly responsible professional, managerial and supervisory work in the planning, development and implementation of City Human Resources programs and services including recruitment, applicant screening, exam development, certification, selection, personnel records, strategic planning, and the City's classification, and compensation programs, and managing the staff of the HR Services Unit. This work is characterized by a high degree of knowledge, judgment, and initiative in coordinating and overseeing a comprehensive human resources programs in accordance with all applicable labor agreements, state and federal laws, City ordinances, HR practices, and professional standards. Under the general supervision of the Human Resources Director, the incumbent serves as a member of the department's management team, participates in formulation and administration of human resources policies and in the identification and resolution of complex and diverse management issues, and serves as the Human Resources Director in that person's absence.

Examples of Duties and Responsibilities:

Direct the programs, operations and staff of the HR Services Unit of the Human Resources Department. Develop and administer Unit policies and procedures. Assure conformance with established objectives. Hire, train, assign, supervise and evaluate staff. Maintain effective employee relations. Coordinate unit activities with other units as appropriate. Prepare and administer the unit budget. Develop and maintain related recordkeeping systems.

Establish and implement employment program policies and procedures (consistent with Civil Service rules, related affirmative action/equal employment opportunity legislation and labor contract provisions and professional standards). Identify, analyze, and work to resolve employment issues relative to the recruitment, selection, and retention of qualified workers. Provide related specialized expertise and/or consultation to policy-makers, managers, employees and applicants. Research, recommend, and implement emerging technology in the area of recruitment, including on-line testing systems.

Plan, coordinate and conduct the most complex recruitment/selection processes. Evaluate selection options and develop examinations and determine exam weights. Screen applicants. Arrange for special exam accommodations. Perform related activities.

Direct and participate in the development and administration of the City's classification and compensation programs and plans. Develop and maintain classification specifications as well as establishing a system for periodically reviewing/updating classifications. Review City positions for conformance with the classification and compensation plan. Formulate, update, and administer City Personnel Rules in conjunction with the Personnel Board. Provide related training and support to departments. Serve as staff representative to the Personnel Board.

Engage and oversee professional staff engaged in strategic planning with City departments/divisions. Conduct formal studies and make recommendations regarding appropriate staffing and supervisory relationships. Work with departments/divisions in budget development to ensure staffing levels are appropriate. Assist in developing position descriptions and class specifications for new classifications. Recommend the appropriate salary range for new classifications.

Interpret the provisions and applications of duly authorized labor agreements and Madison General Ordinances. Assist management personnel in the administration of contract grievance procedures. Provide consultation and advice to management on the administration of discipline, and in the evaluation and modification of department/division policies, procedures and programs that involve management-labor issues. Investigate and report on employee misconduct and related employment issues.

Conduct compensation studies in preparation for collective bargaining with City employee unions, including the collection of comparable internal and external survey data consistent with the factors considered in interest arbitration as outlined in Chapter 111.70 in Wisconsin State Statutes. Conduct compensation studies as appropriate to ensure the viability of the City's Compensation structure for non-represented employees.

Formulate, manage, and administer city policies to ensure compliance with the Fair Labor Standards Act and other legal and contractual obligations regarding employee wages, including but not limited to overtime and premium pay.

Participate in the planning, development and/or coordination of diverse human resource projects, activities and initiatives in cooperation with the Director. Serve on the department's management team. Provide policy direction and leadership to the agency's staff on the day-to-day operations of various Human Resources Department functions. Meet with staff to discuss operational problems and to make necessary decisions. Prepare and present various analytic and statistical reports consistent with assigned programmatic responsibilities.

Direct the staff and functions of the Human Resources Department in the Director's absence, and as assigned. Respond to HR related inquiries from City Departments/Divisions and the Mayor's office, providing consultation and advice as appropriate. Represent the Human Resources Director at various meetings as assigned.

Actively participate in related legal proceedings. Provide related expert testimony. Represent City interests in pre-hearings. Assemble case law precedents.

Direct the development, implementation and maintenance of comprehensive administrative systems relative to employee/employment records. Respond to formal and informal requests for employee/employment records and information. Perform other complex Human Resources services, support and consultation.

Evaluate sensitive employment issues (e.g., relative to criminal background, drug and medical reports, etc.) and recommend action. Develop related systems and processes consistent with organizational needs and governing legislation.

Perform related work as required.

QUALIFICATIONS

Knowledge, Skills and Abilities:

Thorough knowledge of relevant public administration principles and practices specific to Civil Service employment. Thorough knowledge of the theories, laws, principles and practices of human resource management including related legislation and professional standards, with specific emphasis on employment, recruitment, exam development, equal opportunity/affirmative action principles,

classification/compensation, and labor relations functions. Thorough knowledge of and ability to use computer software applicable to the duties of the position. Thorough knowledge of the full range of supervisory principles and practices, labor relations and personnel management. Ability to develop, direct and monitor assigned programs. Ability to plan, coordinate and administer a comprehensive recruitment and classification/compensation program. Ability to make written and oral presentations effectively representing the City's position. Ability to provide high level specialized expertise and testimony specific to functional programs. Ability to interpret and apply related city ordinances and labor agreements. Ability to integrate/coordinate the application of relevant state and federal laws and regulations. Ability to conduct complex job analysis, to develop classification specifications and to actively participate in labor agreement development and administration. Ability to exercise judgment and discretion in the development and administration of diverse human resource programs; to advise supervisors and employees on complex human resource issues; and to develop appropriate strategies to deal with complex issues. Ability to independently prepare, present and defend analytical findings. Ability to conduct interviews and solicit pertinent facts. Ability to develop operational strategic plans. Ability to analyze diverse human resource issues and to prepare and present narrative and statistical reports. Ability to function effectively as a management team member in addressing a broad spectrum of human resource policy considerations. Ability to develop and maintain effective working relationships. Ability to prioritize and manage complex and multiple workloads. Ability to communicate effectively both orally and in writing. Ability to hire, train, supervise and inspire subordinate staff. Ability to develop and maintain recordkeeping systems and administrative processes. Ability to show empathy and compassion in difficult situations. Ability to deal tactfully and firmly with potentially hostile individuals. Ability to effectively implement improvements in technology. Skill in identifying pertinent (job-related) selection criteria and in establishing responsive employment/screening processes. Ability to maintain adequate attendance.

Training and Experience:

Generally, positions in this classification will require:

Five years of varied and responsible professional human resource experience including comprehensive responsibility for recruitment/selection and classification activities, including at least 3 years in a leadership/supervisory role over professional staff. Such experience would normally be gained after graduation from an accredited college or university with a major in Business Administration, Human Resource Management, Public Administration or a related field. Possession of a Master's Degree in Human Resources, Labor Relations, or related field or possession of a Law degree may be used to substitute for two years of experience. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Necessary Special Qualifications:

Ability to meet the transportation requirements of the position.

Physical Requirements:

Work is mainly sedentary in nature. The incumbent will be expected to work at a desk frequently using a computer and monitor and review numerous documents in policy manuals and other formats. Work may involve occasional travel to various City facilities in order to conduct job analyses, proctor exams, provide training, and/or meet with supervisors/managers to consult on related HR issues.

Work may require work on evenings to attend meetings or proctor exams.

Department/Division	Comp. Group	Range
Human Resources	18	17

Approved:

Brad Wirtz
Human Resources Director

Date