

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):
Vacant
Work Phone: 266-4615
2. Class Title (i.e. payroll title):
Human Resources Services Manager
3. Working Title (if any):
4. Name & Class of First-Line Supervisor:
Brad Wirtz-Human Resources Director
Work Phone: 266-4001
5. Department, Division & Section:
Human Resources Department
6. Work Address:
210 MLK Jr. Blvd.-Room 501 Madison, WI 53703
7. Hours/Week: 38.75
Start time: 8 a.m. End time: 4:30 p.m.
8. Date of hire in this position:
9. From approximately what date has employee performed the work currently assigned:

10. Position Summary:

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.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

- 30% A. Manage the implementation of the Selection Policy and Procedures in accordance with City of Madison Personnel Rules in accordance with applicable laws, labor agreements, ordinances, and APMs.
1. Oversee and administer the City's on-line NEOGOV applicant tracking system.
 2. Administer the Selection Policy and Procedures described in the City of Madison Personnel Rules.
 3. Continually review staff work to ensure compliance and identify the need for training or improvements.
 4. Evaluate selection options, develop examinations, and determine exam weights and benchmarks. Review and discuss staff decision making when screening is contested.
 5. Ensure adequate communication with Department Heads, Managers, and Supervisors throughout the selection process.
 6. Ensure that special exam accommodations are appropriately made as required by law and City practice.
 7. Evaluate sensitive employment issues (e.g., relative to criminal background, drug and medical reports) and recommend action.
 8. Work with Department Heads, Managers, Supervisors, other appropriate staff and/or committees or outside legal counsel to protect city resources ensuring compliance with applicable employment laws or defending the City in litigation. This includes but is not limited to working with outside legal counsel to gather data and information or testify in court on the City's behalf.
 9. Provide consultation and training to organizational leadership in areas of HR including, interviewing, reference checking, personnel rules, employee benefits, and recruitment. Use webcasts where appropriate.
 10. Identify issues that negatively impact the work hiring process or related areas and work with departmental leadership to implement strategies for improvement.
 11. Work with managers and supervisors to avoid recurring grievances or other issues.
 12. Recommend improvements to Personnel Rules, labor agreements, APMs and ordinances to meet the evolving needs of the City workforce.
 13. Develop staff training and ensure competence in using the on-line NEOGOV system.
 14. Research, recommend, and implement emerging technology in the area of recruitment, including on-line testing systems.
- 25% B. Direct and participate in the development and administration of the City's classification and compensation programs and plans.
1. Develop and maintain class specifications for permanent and hourly classifications within the City of Madison.
 2. Create a system to ensure class specifications are reviewed and updated on a regular basis.
 3. Formulate, update, and administer City of Madison Personnel Rules in conjunction with the Personnel Board.
 4. Oversee and manage the position study process to determine whether positions are appropriately classified.
 5. Present position change recommendations to the Personnel Board, representing the position of Human Resources.
 6. Oversee the response to salary surveys received from other cities.
 7. Conduct compensation studies to ensure the City of Madison compensation plan remains current.
 8. Review vacant positions to ensure they are appropriately classified prior to recruitment.
 9. Create and provide training, including in person and internet training, as appropriate relating to classification and compensation.
 10. Review City policies and collective bargaining agreements to ensure compliance with City classification and compensation plans.
 11. Serve as staff to the City's Personnel Board.
- 20% C. Oversee Human Resources strategic partnerships with City Departments/Divisions.

1. Assign Human Resources Analysts to Departments/Divisions as strategic partners.
 2. Work with Analysts on issues that arise in assigned Departments/Divisions related to recruitment, classification, compensation, and other HR issues.
 3. Review and recommend changes to organizational structures as appropriate.
 4. Assist Human Resources Analysts in conducting major organizational studies.
- 5% D. Work closely with the City Labor Relations Manager in interpreting and applying the terms of collective bargaining agreements.
1. Provide information regarding classification and compensation in developing contract proposals and preparing for interest arbitration.
 2. Represent the City in discussions with MPSEA regarding wages, hours, and conditions of employment.
 3. Assist with the contractual grievance procedures.
 4. Oversee the processing of non-represented employee grievances. Represent the City's interest before the grievance panel.
 5. Provide consultation and advice to management on the administration of discipline and in the evaluation of department/division policies, procedures, and programs that involve labor/management issues or classification/compensation issues.
 6. Investigate and report on employee misconduct and related employment issues as assigned.
 7. Prepare and/or review briefs submitted in support of arbitration hearings.
- 10% E. Manage and supervise staff of the Human Resources Department's HR Services unit.
1. Provide for mission and goal development for the HR Services Unit that supports the HR mission, goals, and milestones as well as goals established by the Mayor for the entire City of Madison.
 2. Coordinate incoming work of subordinate staff to ensure a fair distribution of work.
 3. Supervise, develop, and mentor subordinate staff providing ongoing communication and feedback to continually enhance performance.
 4. Hire, train, assign, supervise, and evaluate staff.
 5. Conduct regular staff meetings to ensure adequate communication.
 6. Ensure that the HR Services Unit remains current and knowledgeable regarding the latest HR trends, technology, procedures, and practices.
 7. Identify, analyze, and resolve weaknesses and issues with exam development, hiring, recruitment strategies, classification issues, benefits concerns, and related issues.
 8. Ensure a reasonable level of teamwork and cooperation among all staff.
 9. Provide policy direction and leadership to staff on the day-to-day operations of various HR department functions.
- 5% F. Serve as Human Resources Director in the Director's absence.
1. Oversee the day-to-day operations of the HR Department.
 2. Respond to HR related inquiries from City Departments/Divisions, providing consultation and advice as appropriate.
 3. Respond to HR related inquiries from the Mayor's office, providing consultation and advice as appropriate.
 4. Represent the Department before public bodies and committees.
- 5% G. Participate in diverse and complex Human Resources Department projects and programs.
1. Work with the HR Director to develop the HR work plan identifying areas for improvement and innovation related the employment program.
 2. Participate on the Department Management Team.
 3. Remain current on new laws and rulings that impact employment and educate appropriate staff.
 4. Review annual budget for the HR Services Unit.

5. Attend various meetings to gather and convey information relevant to the Human Resources Department.
6. Represent the Department before public bodies and committees.
7. Prepare and present periodic reports relative to section operations as requested.
8. Respond to HR Related requests from the media and other public entites, providing appropriate information.
9. Perform related work as required.

12. Primary knowledge, skills and abilities required:

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.

13. Special tools and equipment required:

14. Required licenses and/or registration:

15. Physical requirements:

Work is mainly sedentary in nature. The incumbent will be expected to work at a desk 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.

16. Supervision received (level and type):

General from the Human Resources Director.

17. Leadership Responsibilities:

- This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

- I prepared this form and believe that it accurately describes my position.
 I have been provided with this description of my assignment by my supervisor.
 Other comments (see attached).

EMPLOYEE

DATE

19. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
 I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
 Other comments (see attached).

SUPERVISOR

DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.