

## METRO HUMAN RESOURCES MANAGER

### CLASS DESCRIPTION

#### General Responsibilities:

This is highly responsible professional, managerial and supervisory work in the planning, development and implementation of Metro Human Resources programs and services, including recruitment, policy development & implementation, labor relations, training, workplace culture initiatives, and managing the staff of the Metro HR Unit. This work is characterized by a high degree of knowledge, judgment, and initiative in coordinating and overseeing 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 Metro Chief Administrative Officer and the City of Madison Human Resources Director or designee, the employee 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.

#### Examples of Duties and Responsibilities:

Develop and maintain Metro Division Human Resources policies, procedures, and employee handbooks. Ensure Metro HR policies and procedures compliance with the City's civil service system and the City of Madison Personnel Rules. Formulate and suggest updates to City Personnel Rules in conjunction with the City HR Department. Interpret and apply the Rules as appropriate as it relates to filling positions, classification, movement of employees, etc. Provide related training and support to Metro units.

Direct the programs, operations and staff of the HR Unit of Metro Transit. 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 Metro employment program policies and procedures (consistent with the Personnel 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. Evaluate selection options, develop job-related examinations, and determine exam weights. Screen applicants. Coordinate with the Occupational Accommodations Specialist to arrange for special exam accommodations. Plan, coordinate and conduct the most complex recruitment/selection processes. Work directly with unit heads and the Metro General Manager in outlining recruitment strategies.

Ensure principles of equity are infused into the hiring process. Recommend updates to tools such as the Equitable Hire Tool, and encourage their regular use as part of the hiring process.

Contribute to HR modules within the City's Enterprise Resource Program, MUNIS. Set up Metro job classifications and positions. Serve as Metro resource on position control, in conjunction with HR Data Analyst. Work with Finance and Department of Civil Rights to ensure fields are filled out appropriately.

Develop partnerships with external organizations to help source qualified applicants. Conduct outreach sessions. Explore alternative paths to employment, including the use of trainee programs or apprenticeships.

Participate in the development and administration of the City's classification and compensation programs and plans. Develop and maintain Metro classification specifications. Review Metro positions for conformance with the classification and compensation plan. Recommend appropriate placement within the classification and compensation plans for newly created positions. Oversee Metro's position study process, including developing recommendations related to position study requests for encumbered positions.

Engage in strategic planning with Metro units as it pertains to HR-related matters. Conduct formal studies and make recommendations regarding appropriate staffing and supervisory relationships. Work with Units 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 Metro 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 Metro's Compensation structure for non-represented employees.

Formulate, manage, and administer Metro 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 Metro Human Resources Unit. Respond to HR related inquiries from Metro Units, providing consultation and advice as appropriate. Represent the Metro Chief Administrative Officer 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.

Interpret the provisions and applications of all duly authorized labor agreements. Assist management personnel in the administration of contract grievance procedures. Provide consultation, training, and advice to management on the administration of discipline and evaluate and modify department/division policies, procedures and programs, which involve management-labor issues. Provide consultation, training, and advice to management relative to performance management-related issues, including performance-related discipline and instituting performance improvement plans.

Formulate, manage, and administer city policies to ensure the legal and contractual compliance of various employee paid and unpaid leave entitlements, including but not limited to FMLA, WFMLA, disability leave, paid parental leave, disability layoff, absence without pay, sick leave, bereavement leave, jury duty, and vacation programs.

Administer the layoff and recall processes for represented and non-represented employees. Oversee employee communications and orientation activities.

Administer Metro's drug-testing program for employees required to maintain a Commercial Driver's License.

Develop and provide training to supervisory/management personnel throughout Metro on employee and labor relations matters, including contract interpretation, grievance handling, arbitration matters, leave administration, workplace accommodations, benefits, etc. Develop and maintain a process for informing supervisors/managers on arbitration decisions and precedent-setting grievance settlements.

Oversee and manage implementation Metro's learning and talent management efforts, professional development programs, leadership development, work place culture interventions and efforts including workplace wellness efforts and employee engagement initiatives. Oversee and/or participate in professional development and education needs assessments, the development of learning programs, identifying and securing training vendors, marketing training programs, and coordinating professional development events.

Perform related work as required.

## QUALIFICATIONS

### **Training and Experience:**

Generally, positions in this classification will require:

Five years of varied and responsible professional human resource experience including responsibility for recruitment/selection and classification activities and labor relations, and at least 3 years in a

leadership/supervisory capacity. 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.

**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, and classification/compensation. Thorough knowledge of and ability to use computer software applicable to the duties of the position. 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 analyses and to develop classification specifications. 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 develop meaningful partnerships with external stakeholders. Ability to work effectively with multicultural populations. 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 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.

Necessary Special Qualifications:

Ability to meet the transportation requirements of the position.

**Physical Requirements:**

Work is mainly sedentary in nature. The employee 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

