



October 2018
FLSA: EXEMPT
CLASS CODE: 90287

HUMAN RESOURCES MANAGER

DEFINITION

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Human Resources Department, including human resources administration, risk management, and employee relations; directs and administers comprehensive human resources programs and activities of the Court, which include recruitment and selection, employee benefits administration, job analysis and classification, compensation, labor negotiations, employee training and development, and general human resources administration; coordinates assigned activities with other Court departments, officials, outside agencies, and the public; fosters cooperative working relationships among Court departments; provides highly responsible and complex professional assistance to the Court Executive Officer in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Court Executive Officer. Exercises general direction and supervision over management, supervisory, professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification that oversees, directs, and participates in all activities of the Human Resources Department, including short- and long-term planning and development and administration of departmental policies, procedures, and services. This class provides assistance to the Court Executive Officer in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy and court functions and activities, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering Court goals and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right 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.

- Assumes full management responsibility for all Human Resources Department programs, services, and activities, including risk management, occupational safety, worker's compensation, liability insurance, recruitment and selection, employee benefits administration, job analysis and classification, compensation, employee and labor relations, labor negotiations, employee training and development, and general human resources administration; maintains confidentiality and is discreet in handling and processing confidential information and data.
- Develops, directs, and coordinates the implementation of goals, objectives, and work standards for the department.

- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Selects, trains, motivates, supervises, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and Court needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Counsels and advises employees, supervisors, and managers on various employee and labor relations matters and in the interpretation of personnel policies and procedures; represents the Court in matters of concern to unions and associations representing Court employees; coordinate disciplinary and grievance matters with court management and labor representatives; monitor the progressive discipline process.
- Oversees the administration of benefits programs; reviews and renews contracts and premiums; confers with the Court Executive Officer to obtain cost-effective, employee serving benefits; leads the development of benefits orientations and other related training for employees; analyzes current benefits and recommends changes to benefits offered.
- Oversees the development of consultant requests for proposals for professional Human Resources services, including the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine Court needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Represents the department to other Court departments and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial human resources issues.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of human resources and other services as they relate to the area of Human Resources.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in laws, regulations, and technology that may affect Court or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Court Executive Officer.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Public agency budget development, contract administration, Court-wide administrative practices, and general principles of risk management related to the functions of the assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of government administration.

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles, practices, and techniques of human resources in a public agency setting, including recruitment, selection, equal employment opportunity, and employee orientation; job analysis and classification; compensation and benefit analysis and administration; risk management, worker's compensation, and occupational safety; and employee and labor relations, including the interpretation of laws, regulations, policies, and procedures.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Technical, legal, financial, and public relations problems associated with the management of human resources programs.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Principles and procedures of record-keeping, technical report writing, and preparation of correspondence and presentations.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the Court in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Court staff.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the department and the Court.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select, train, motivate, supervise, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer a variety of human resources programs and administrative activities.
- Conduct effective negotiations and effectively represent the Court and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- 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.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in human resources management, public or business administration, or a related field and five (5) years of management and/or administrative experience in human resources, employee and labor relations, and risk management administration.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Court and meeting sites; 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 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.

ENVIRONMENTAL ELEMENTS

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.