



City of San Bruno

## **CLASS SPECIFICATION**

### **CLASS TITLE**

HUMAN RESOURCES DIRECTOR / CHIEF PEOPLE OFFICER

### **DEFINITION**

To plan, organize, direct and review the activities and operations of the Human Resources Department including recruitment and retention, classification and compensation, training and development, benefits administration and wellness programs, workers' compensation and safety, risk management, employee and labor relations, employee engagement, workforce and succession planning, and to coordinate assigned activities with other departments and outside agencies; and to provide highly responsible and complex administrative support to the City Manager.

### **DISTINGUISHING CHARACTERISTICS**

The Department Director level recognizes positions that are single-position and at the executive management level with duties that are administrative/managerial and highly complex in nature, involving highly technical functions. The incumbent has broad management authority for the day-to-day operations of the department.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives policy and general direction from the City Manager. Exercises direct supervision over assigned management, professional, technical, and administrative support staff.

### **EXAMPLES OF DUTIES**

*Duties may include, but are not limited to, the following:*

- Direct, plan, and administer Human Resources Department programs, functions, goals, objectives, and workplan to effectively manage the City's workforce; assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures in accordance with City policies, goals, and objectives.
- Direct and administer a comprehensive recruitment, selection, orientation, and onboarding program in accordance with applicable local, state, and federal rules and regulations.
- Develop, direct, and administer the City's classification and compensation plan and related policies including recommending the adoption or elimination of classifications, directing compensation and benefit surveys for evaluation, and recommending salaries and strategies for labor negotiations.
- Recommend, create, revise, and administer administrative regulations, policies, and procedures.
- Coordinate department activities with those of other departments and outside agencies and organizations; provide staff assistance to the City Manager and Department Heads; prepare and present staff reports and other necessary correspondence.
- Develop and administer an effective citywide performance management plan.
- Navigate Department Heads through various personnel issues including facilitating performance management, managing employee issues, identifying solutions, and providing strategy and guidance in all areas of personnel management.
- Establish positive and productive working relationships with employees, unions, and associations; represent the City in negotiations with employee labor organizations; meet in executive session with City Council and City Manager to report results, make recommendations, and receive direction; administer labor agreements; oversee, process, and respond to grievances and other employee issues; administer employee relations activities including contract interpretation, grievance process

- administration, and progressive discipline; investigate employee grievances; respond to and resolve employee complaints; and oversee the application of discipline.
- Oversee the City's occupational health and safety programs, including workers' compensation claims management, and oversee the compliance of the City's injury and illness prevention program.
  - Develop employee wellness programs.
  - Direct and administer citywide development and training programs to facilitate professional growth, succession planning, and employee engagement.
  - Establish and administer a competitive and comprehensive employee benefits program, including medical, dental, vision, life insurance, long-term and short-term disability insurances, retirement, deferred compensation; direct benefit studies and develop cost-effective benefit programs for employees; and oversee the work of third-party administrators.
  - Direct and administer the City's equal employment opportunity (EEO) programs; oversee and/or conducts investigations of alleged harassment or discriminatory conduct; represent the City to regulatory agencies to address formal complaints; and prepare appropriate documentation.
  - Direct and participate in the development and administration of the Human Resources Department budget; direct the forecast of additional funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement mid-year adjustments.
  - Provide professional advice to City officials; make presentations to City Council, boards, commissions, civic groups, and the public.
  - Recommend appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the department.
  - Represent the Human Resources Department to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.
  - Oversee the maintenance of confidential personnel files in accordance with local, state, and federal recordkeeping requirements.
  - Research and prepare technical and administrative reports; prepare written correspondence.
  - Represent the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
  - Respect and is sensitive towards the cultural and ethnic diversity of the community.
  - Be an integral team player, which involves flexibility, cooperation, and communication.
  - Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
  - Perform related duties as assigned.

## **QUALIFICATIONS**

### Knowledge of

- Principles and practices of human resources management in the public sector, including recruitment and retention, classification and compensation, training and development, benefits administration and wellness programs, workers' compensation and safety, risk management, employee and labor relations, employee engagement, and workforce and succession planning.
- Principles and practices of municipal budget administration and administration.
- Principles and practices of policy development and implementation.
- Principles and practices of leadership, motivation, performance management, team building and conflict resolution.
- Organizational and management practices as applied to the analysis and evaluation of programs.
- Pertinent local, State and Federal rules, regulations, and laws.
- Principles and practices of budget preparation and administration.
- Principles and practices of supervision, training and personnel management.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.

- Safe work practices.
- Principles and practices of excellent customer service.

Ability to

- Plan, direct and control the administration and operations of the Human Resources Department.
- Develop and implement department policies and procedures.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Gain cooperation through discussion and persuasion.
- Interpret and apply City and department policies, procedures, rules, and regulations.
- Supervise, train, and evaluate personnel.
- Lift up to 25 pounds.
- Read, write, and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar, and punctuation.
- Communicate effectively, tactfully, and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishments of City goals, objectives, and activities.

Education and Experience

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

Possession of the equivalent of a bachelor's degree from an accredited college or university with major coursework in human resources management, business administration, public administration, or another field of study applicable to the responsibilities and requirements of this job class. Possession of a master's degree in public or business administration is desirable.

Six years of progressively responsible experience performing human resources administration in the public sector, including three years as a supervisor.

Special Requirements

Possession at the time of hire and continued maintenance of a valid California Class C driver's license is required.

Working Conditions

Work is performed in a typical temperature-controlled office environment subject to typical office noise and environment. Positions may be required to work outside of normal business including evenings and weekends and travel is rare.

Category:	Department Head
FLSA Classification:	Exempt
Effective Date:	September 13, 2022
Revisions:	N/A