



NOVEMBER 2018
FLSA: EXEMPT
Bargaining Unit: UD
JCN: 0231

DIRECTOR OF HUMAN RESOURCES

DEFINITION

Under administrative direction, plans, organizes, manages, and provides direction and oversight for all functions and activities of the County's Human Resources Department, which includes program development and implementation of performance management, health and employment benefits, classification and compensation, labor and employees relations, talent acquisition, risk management, safety, and training and organizational development; formulates departmental policies, goals, and directives; coordinates assigned activities with other County departments, officials, outside agencies, and the public; provides highly responsible and complex professional assistance to the Chief Administrative Officer, County departments, County Civil Service Commission, and Board of Supervisors in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Chief Administrative Officer or Board of Supervisors. Exercises general direction and supervision over management, supervisory, professional, technical, and administrative support staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

This is an at-will department head position appointed by the Board of Supervisors and, pursuant to County Charter, is evaluated by the Chief Administrative Officer for submittal to the Board of Supervisors. Under a delegation of authority from the Board of Supervisors, this class has the overall responsibility for coordination, direction, and administration of the County's Human Resources Department. The incumbent is responsible for the operation of human resources, employee benefit and leave administration, equal employment opportunity, employment law, and labor relation activities and programs. Successful performance of the work requires knowledge of public policy, County functions and activities, including the role of an elected Board of Supervisors, and the ability to develop, oversee, and implement projects and programs in a variety of areas. The incumbent is responsible for overall policy development, fiscal management, administration, and operation of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering County goals and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Directs and evaluates the County's comprehensive human resources programs and activities including the oversight of talent acquisition and retention; maintenance of the County's job classification and compensation plan, risk management, administration of the equal employment opportunity program, management of the labor and employee relations program, performance management, health and employment benefits, development and coordination of the training and organizational development program, and human resources policy development.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within County policy, appropriate budget, service, and staffing levels.
- Confers with and provides professional assistance to County management on personnel matters.
- Manages and participates in the development and administration of the department's annual budget; directs the forecasting 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, and directs assigned staff; 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.
- Serves as the Executive Secretary of the Civil Service Commission; directs preparation of the agenda for each Commission meeting; attends Commission meetings; provides minutes of each Commission meeting and executes the policies adopted by the Commission.
- Coordinates department activities with those of other departments; monitors legal, legislative, and other developments related to personnel matters.
- Directs the conduct of analytical studies; develops and reviews reports of findings, alternatives, and recommendations.
- Serves as the Chief Negotiator in County negotiating activities and the administration of memoranda of understanding after agreements are reached; serves as the Chief Administrative Officer's designee in grievance matters.
- Represents the County and the department in meetings with representatives of governmental agencies, professional and business organizations, employee organizations, and the public.
- Oversees the development of consultant requests for proposal for professional services and the advertising and bid processes; negotiates contracts and agreements and administers same after award.
- Monitors developments in legislation related to human resources matters, evaluates their impact upon County operations, and recommends and implements policy and procedural improvements.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Chief Administrative Officer.
- Responds to difficult and sensitive public inquiries and complaints, and assists with resolutions and alternative recommendations.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and techniques of public human resources administration, including recruitment and selection, equal employment opportunity, classification, job analysis, compensation and benefits administration, employee and labor relations, risk management, and employee development.
- Principles and practices of labor relations in a public agency setting, including effective negotiation techniques.
- Principles and practices of managing a civil service system.
- Principles and practices of leadership, motivation, team building, and conflict resolution.
- Administrative principles and practices, including goal setting, program development, implementation, evaluation, and supervision of staff.
- Public agency budget development, contract administration, and County-wide administrative practices related to the functions assigned.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to human resources and risk management.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and programs, projects, and task coordination.

- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

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 County.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Understand, interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Analyze and evaluate statistical data and reports related to human resources.
- Negotiate agreement between differing individuals and groups of individuals.
- Establish and evaluate policies, procedures, and controls related to the County's employee and public services programs.
- Plan, organize, direct, and coordinate the work of supervisory, professional, technical, and administrative support staff; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively negotiate labor agreements.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Represent the County under diverse circumstances and prepare and deliver oral presentations to small and large groups.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- 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 the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to a bachelor's degree from an accredited four-year college or university with major coursework in human resources management, psychology, public or business administration, or a closely related field;

AND

Seven (7) years of experience in human resources, employment law, and labor relations, including at least three (3) years in a management capacity within a human resources environment.

A master's degree in business or public administration or a closely related field and experience in a public agency is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.
- Possession of a Professional in Human Resources certification is preferred.

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 County 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. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

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 members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to attend meetings outside of regular working hours.