



JULY 2016
FLSA: EXEMPT

HUMAN RESOURCES ADMINISTRATOR

DEFINITION

Under general direction, performs complex and varied technical, professional, and confidential work required to administer human resources programs, including recruitment, job analysis and classification, compensation, training and development, and employee and labor relations; performs research and analysis; provides consulting services to City departments related to all aspects of human resources programs and activities; performs a variety of duties supporting payroll, risk management, accounts payable, accounts receivable and routine accounting; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an assigned department head. Exercises no supervision over staff.

CLASS CHARACTERISTICS

This is a professional level class that performs a variety of professional human resources and accounting support work. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the City.

EXAMPLES OF ESSENTIAL 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.

- Participates in developing and implements goals, objectives, policies, procedures for the Human Resources function.
- Consults with City staff regarding personnel related issues, needs, and services; counsels management and employees on human resources programs, policies, and processes; explains program provisions, procedures, and eligibility requirements; and assists employees with forms and human resources documents.
- Coordinates and implements recruitment processes for City departments; confers with departments to ascertain departmental needs; coordinates and/or produces recruitment flyers and position announcements; screens resumes and applications; identifies qualified applicants.
- Organizes and administers oral and written examinations and results, including compiling test scores, preparing eligibility lists and candidate information, coordinating and/or conducting interviews, assisting departments in extending job offers, and coordinating follow-up pre-employment testing; monitors the hiring process and/or testing processes to assure adherence to applicable human resources policies.
- Collects and compiles human resources data; prepares or assists in the preparation of monthly, quarterly, and year-end human resources, legal, summary, and technical reports.

- Conducts salary studies; researches salary and benefit information for use in the collective bargaining process, budget preparation, and cost analysis.
- Assists employees and management with the interpretation and correct application of City policies, procedures, and programs; provides advice and assistance regarding employment issues; investigates employee complaints.
- Coordinates the City's training activities, including identifying training needs, arranging for training presenters, working with trainers to ensure the City's needs and expectations are addressed, securing training sites, developing memos, flyers, emails, and voicemails, and providing visual aides and other materials as necessary; maintains training logs and records of completion.
- Participates in labor contract negotiation processes with assigned bargaining units.
- Conducts personnel and workplace investigations; assists in responding to grievances and administering disciplinary actions.
- Manages the City's Worker's Compensation program; responds to claimant inquiries and provides claim related information to third party administrator; conducts follow-up with employees while off of the job.
- Administers City leave programs, including, and following guidelines of, the Family and Medical Leave Act (FMLA), California Family Rights Act (CFRA), Pregnancy Disability Leave (PDL), and State Disability Insurance (SDI).
- Makes recommendations for the development and revision of human resources documents, procedures, and forms; assists in the development of policies, regulations, and procedures.
- Negotiates with brokers to determine and administer the City's benefit programs, including health, dental, and life; acts as liaison with benefit providers to supply information and solve problems.
- Conducts special research assignments, gathers data, and prepares reports for consideration by management or special committees.
- Monitors changes in laws, regulations, and technology that may affect human resources operations; implements policy and procedural changes as required.
- Inputs invoice and payment information into the computer; produces and distributes checks and prepares reports regarding accounts payable.
- Assists with the city budget process, including the development of annual operating budget.
- Receives and screens visitors and telephone calls, providing a high level of customer service to both external and internal customers; provides information to City staff, other organizations, and the public, requiring the use of judgment and the interpretation of complex policies, rules, procedures, and ordinances.
- Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, processing contracts and agreements, attending meetings, preparing agendas and taking minutes, and serving on various task forces and committees.
- May perform payroll and accounting duties in an as-needed or back-up capacity including processing, reconciling and reviewing records to ensure compliance with City policies, procedures, regulations and standard accounting practice; prepares related reports including tax deposit, quarterly reports, and W-2's and 1099's; prepares journal and general ledger entries.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and techniques of human resources in a public agency setting, including recruitment and selection, equal employment opportunity, and affirmative action; job analysis and classification; compensation and benefits analysis and administration; training and development; employee and labor relations, including negotiations and the interpretation of laws, regulations, policies, and procedures.
- Basic principles and practices of the financial function including payroll in a public agency setting.
- Principles and practices of public agency risk management, purchasing and contract administration.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned programs.
- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Plan, organize, administer, review and evaluate a public agency human resources operation.
- Conduct research projects on a wide variety of human resources topics, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, explain, and ensure compliance with City policies and procedures, complex laws, codes, regulations, and ordinances.
- Effectively represent the department and the City in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Maintain accurate files and records.
- 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.
- Make accurate arithmetic, financial and statistical computations.
- 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 and legal guidelines in politically sensitive situations.
- 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, business or public administration, or a related field and three (3) years of professional experience in human resources 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 City 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, typewriter 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. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

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.