



CITY OF CITRUS HEIGHTS

HUMAN RESOURCES MANAGER

DEFINITION

To plan, organize, direct and coordinate the activities of the Human Resources Division within the Administrative Services Department including benefit and salary administration, recruitment and selection, employee safety and health, employee relations, workers' compensation, and leave administration; to coordinate these activities with other divisions and departments; and to provide highly complex staff assistance to the Administrative Services Director.

DISTINGUISHING CHARACTERISTICS

The Manager level recognizes positions that provide full line and functional management responsibility for a division or program area within a department.

SUPERVISION RECEIVED AND EXERCISED

- Receives general direction from the Administrative Services Director.
- Exercises direct supervision over assigned management, supervisory, professional, technical and administrative support personnel.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

- Plan, organize and direct human resource activities including benefit and salary administration, recruitment and selection, employee safety and health, employee relations, workers' compensation, and leave administration.
- Develop and implement goals, objectives, policies and procedures relative to human resources activities; assist in developing and implementing Human Resources Division goals, objectives, policies and procedures; and, provide highly complex management assistance to the Administrative Services Director.
- Direct, oversee and participate in the development of the work plan related to human resources activities; assign work activities, projects and programs; and, monitor workflow; review and evaluate work products, methods and procedures.
- Participate in the development and administration of the budget for the Human Resources Division.
- Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; and, maintain discipline and high standards necessary for the efficient and professional operation of the Human Resources Division.
- Meet with department staff on a variety of human resources issues. Interpret and advise managers and supervisors on the application of policies, procedures, ordinances, personnel rules, and related items.
- Advise staff on federal, state and local laws and regulations and employee relations practices impacting human resources; manage the city's employee relations and negotiations as required.
- Represent the Human Resources Division and make presentations before boards, commissions, hearing officers, management and others on a wide variety of human resources matters.

- Formulate and recommend administrative policies, procedures and practices.
- Develop and implement department safety and risk management programs in coordination with City policies and procedures.
- Ensure effective coordination of department recruitment and examination needs in accordance with City policies and City Personnel Rules and Regulations.
- Build and maintain positive working relationships with co-workers, other employees and the public using principles of good customer service.
- Represent the division and department to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.
- Research and prepare technical and administrative reports; prepare written correspondence.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles and practices of public sector human resources administration including recruitment, selection, training, job analysis, classification, compensation, personnel record keeping, workers' compensation and performance evaluation.
- Principles and practices of public sector employer employee relations practices.
- Principles and practices of benefit and leave administration.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Pertinent local, State and Federal rules, codes, regulations and laws.
- Precedent court decisions regarding equal employment opportunity, employee health and safety, and labor relations.
- Principles and practices of performing investigations and the rules of evidence.
- Modern office procedures and computer equipment.
- Principles and practices of organizational analysis and management.
- Budgeting procedures and techniques.
- Principles and practices of supervision, training and personnel management.

Ability to:

- Organize and direct the work of managerial, professional, technical and clerical staff.
- On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various rules and procedures; and explain and interpret policy.
- Understand and interpret complex laws and employment-related policies and practices and interface directly with line departments and work in partnership with the Finance Department.
- Understand and interpret policies and programs in all areas of concentration.
- Understand and explain the work in all areas of concentration.
- Oversee maintenance of personnel records.
- Oversee employee training and development.
- Monitor, manage and evaluate potential risks and proactively work to minimize risk, liability and issues that could affect employee morale and trust.

- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Analyze, investigate, evaluate and resolve grievances, complaints and disciplinary matters.
- Demonstrate political acumen; deal positively with confrontation and controversial issues; and, facilitate community participatory decision making to resolution.
- Gain cooperation through discussion and persuasion.
- Interpret and apply City and department policies, procedures, rules, laws, codes and regulations.
- Prepare and administer a budget.
- Supervise, train and evaluate personnel.
- Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.
- Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.
- Foster an environment that embraces diversity, integrity, trust and respect.
- Be an integral team player, which involves flexibility, cooperation and communication.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.
- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer with proficiency and familiarity.

Experience and Training

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

Experience:

Five years of increasingly responsible experience in public human resources administration, including two years of supervisory responsibility.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in public administration, business administration, human resources management or a related field. Master's degree in a related field is desirable.

License or Certificate:

May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

PHYSICAL/SENSORY REQUIREMENTS

On a continuous basis, sit at desk and in meetings for long periods. Intermittently walk, stand; twist or bend to reach equipment surrounding the desk; perform simple grasping and fine manipulation; use telephone, and communicate through written means; lift or carry 20 pounds or less.

File:	Human Resources Manger
FLSA:	Exempt
Created:	09/01/07
Revised:	11/2018
Revised	12/15/2022 Replaced Assistant City Manager with Administrative Services Director