

LEGEND:

Additions

Deletions

Approved March, 1999
Proposed December, 2018

CITY OF SANTA CLARA, CALIFORNIA
HUMAN RESOURCES DIVISION MANAGER
(Unclassified)
(139)

EDUCATION AND EXPERIENCE

- ~~Education and experience equivalent to a~~ Graduation from an accredited college with a Bachelor's Degree in industrial relations, personnel administration, public administration, business administration, psychology or ~~an approved related major~~ *a closely related field*; and
- ~~Three (3) years of professional~~ *journey-level* experience in personnel administration or an approved related field.

Desirable Qualifications:

- *A Master's degree in public administration, personnel administration, or a closely related field is desirable.*
- *Certification in Human Resources Management from an accredited program/institution is desirable.*

LICENSE

Possession of a valid California Class C driver's license is required at the time of appointment and for the duration of employment.

DISTINGUISHING CHARACTERISTICS

This is a professional managerial position in the Unclassified Service responsible for supervising a Division of the Human Resources Department. *An incumbent in this classification exercises independent judgement and discretion; manages, controls and directs employees; and formulates administrative policies for the effective use of assigned personnel.*

As a member of the City's Unclassified Service, this is an "at-will" position. The incumbent serves at the discretion of the City Manager. ~~An incumbent in this classification exercises independent judgement and discretion; manages, controls and directs employees; formulates administrative policies for the effective use of assigned personnel.~~ *An incumbent in this classification: demonstrates strong ethical, professional, and service-oriented leadership and interpersonal skills; sets a good example; and correctly applies the tenets of the City's Code of Ethics and Values.*

TYPICAL TASKS/DUTIES

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

Testing & Classification Division

HUMAN RESOURCES DIVISION MANAGER (continued)

Under general direction.;

- ~~plans, develops, coordinates and directs the activities of~~ *Manage* the Testing and Classification Division of the Human Resources Department;
- ~~d~~Directs the City's employment function including recruitment and testing of applicants seeking entrance into or working within regular City service;
- *Oversee and perform complex classification and compensation projects; provide technical consultation and direction to staff on test construction and administration; manage classification, compensation administration and analysis, and organizational issues* ~~directs the maintenance of a complete and current classification plan including performing classification studies and preparing recommendations concerning the classification of positions;~~
- ~~s~~Supervises *assigned* staff ~~employed~~ in the construction, analysis, review and administration of a wide variety of personnel selection procedures including written, performance and oral examinations; *and*
- ~~e~~Conducts surveys on comparative employee salaries and fringe benefits and researches comparison benefit programs.

Records & Benefits Division

Under general direction.;

- *Manage the benefits and Human Resource Information System citywide* ~~plans, develops, coordinates and directs the activities of the Records and Benefits Division of the Human Resources Department;~~
- ~~d~~Directs the City's benefit and insurance programs and the maintenance of master personnel files and verification of payroll;
- ~~s~~Supervises *assigned* staff ~~employed~~ in the administration and maintenance of the City's benefit and insurance programs for employees including medical, accident, life, workers' compensation and unemployment insurances; sick leave, vacation and other benefits; and in the collection and maintenance of all personnel records and files including comprehensive individual employee records, rosters and files;
- ~~s~~Supervises the administration of the employees' retirement system;
- ~~r~~Reviews personnel status changes, new appointments, promotions and transfers for budgetary control;
- ~~a~~Administers the new employee orientation and induction program;
- ~~s~~Supervises the City's employee performance evaluation program; *and*
- ~~d~~Directs the City's temporary employment program including recruiting and processing applicants for temporary work assignments within City service.

For Both Divisions:

In addition to the above Division responsibilities, the Human Resources Division Manager:

- *Plans, organizes and directs Human Resources Division activities including benefits administration, recruitment and selection, classification and compensation, and other related activities*
- ~~r~~Recommends policy regarding personnel rules, regulations and procedures;
- ~~m~~Makes appropriate recommendations following established City rules and regulations and state and federal laws and guidelines;
- *Serve as staff liaison, as assigned, to city commissions and/or committees*

HUMAN RESOURCES DIVISION MANAGER (continued)

- ~~a~~Assists the Director of Human Resources in performing special studies, surveys and other assignments related to personnel administration including personnel and financial matters of the assigned division;
- ~~p~~Performs special studies, investigations and other work as directed by the City Manager;
- *Assist in budget implementation and participate in forecasting additional funds needed for staffing, equipment, materials and supplies*
- *Supervise or act as lead employee to staff involved in any of the assignments; and*
- *Perform other work as assigned.*

KNOWLEDGE SKILLS AND ABILITIES

Considerable knowledge of:

- ~~t~~The principles and practices of personnel administration. including state and federal laws, regulations and guidelines affecting personnel administration in a municipal government;
- ~~t~~The objectives and programs of municipal management;
- *Research methods and statistical analysis*~~statistical measurements and applications;~~
- *Budgeting procedures and techniques*
- *Pertinent local, State and Federal rules, regulations and laws; and*
- ~~o~~Occupations found in City government and employee benefit and insurance programs.

Good ~~a~~Ability to:

- ~~supervise effectively; prepare clear, complete, accurate and logical written reports and materials; make effective oral presentations; and establish and maintain effective working relationships with others.~~ *Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations to resolve specific issues, complaints or problems involving individuals or organizational units;*
- *Present statistical and narrative reports or correspondence clearly, concisely, logically, accurately and convincingly in oral and written form;*
- *Establish and maintain tactful and constructive relationships by collaborating with City employees including elected and senior officials and managers, the general public, and other governmental representatives;*
- *Work effectively and coordinate multiple projects and complex tasks simultaneously in time-sensitive situations and meet deadlines;*
- *Understand, interpret, and apply rules, standards, or procedures and persuade others to accept or adopt recommendations;*
- *Formulate reasonable and effective conclusions;*
- *Conduct thorough investigations, determine methodologies and obtain basic data necessary to evaluate solutions to complex problems and issues with multiple variables;*
- *Train, supervise, or evaluate assigned staff and their work; and*
- *Walk or stand for extended periods of time and bend, stoop, crawl, climb, and lift 25 pounds as necessary to perform assigned duties*

SUPERVISION RECEIVED

Works under the general direction of the Director of Human Resources or Assistant Director of Human Resources as assigned.

SUPERVISION EXERCISED

HUMAN RESOURCES DIVISION MANAGER (continued)

Supervises ~~paraprofessional, clerical and other staff as assigned.~~ *staff or acts as lead supervisor to those assigned to a task, program or project.*

CONFLICT OF INTEREST

Incumbents in this position are required to file a Conflict of Interest Statement upon assuming office, annually, and upon leaving office, in accordance with City Manager's Directive 100.

CITY OF SANTA CLARA, CALIFORNIA
HUMAN RESOURCES DIVISION MANAGER

(Unclassified)

(139)

EDUCATION AND EXPERIENCE

- Graduation from an accredited college with a Bachelor's Degree in industrial relations, personnel administration, public administration, business administration, psychology or a closely related field; and
- Three (3) years of professional journey-level experience in personnel administration or an approved related field.

Desirable Qualifications:

- A Master's degree in public administration, personnel administration, or a closely related field is desirable.
- Certification in Human Resources Management from an accredited program/institution is desirable.

LICENSE

Possession of a valid California Class C driver's license is required at the time of appointment and for the duration of employment.

DISTINGUISHING CHARACTERISTICS

This is a professional managerial position in the Unclassified Service responsible for supervising a Division of the Human Resources Department. An incumbent in this classification exercises independent judgement and discretion; manages, controls and directs employees; and formulates administrative policies for the effective use of assigned personnel.

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TYPICAL DUTIES

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

Testing & Classification Division

Under general direction:

- Manage the Testing and Classification Division of the Human Resources Department;
- Direct the City's employment function including recruitment and testing of applicants seeking entrance into or working within regular City service;
- Oversee and perform complex classification and compensation projects; provide technical consultation and direction to staff on test construction and administration; manage

HUMAN RESOURCES DIVISION MANAGER (continued)

- classification, compensation administration and analysis, and organizational issues;
- Supervise assigned staff in the construction, analysis, review and administration of a wide variety of personnel selection procedures including written, performance and oral examinations; and
- Conduct surveys on comparative employee salaries and fringe benefits and research comparison benefit programs.

Records & Benefits Division

Under general direction:

- Manage the benefits and Human Resource Information System citywide;
- Direct the City's benefit and insurance programs and the maintenance of master personnel files and verification of payroll;
- Supervise assigned staff in the administration and maintenance of the City's benefit and insurance programs for employees including medical, accident, life, workers' compensation and unemployment insurances; sick leave, vacation and other benefits; and in the collection and maintenance of all personnel records and files including comprehensive individual employee records, rosters and files;
- Supervise the administration of the employees' retirement system;
- Review personnel status changes, new appointments, promotions and transfers for budgetary control;
- Administer the new employee orientation and induction program;
- Supervise the City's employee performance evaluation program; and
- Direct the City's temporary employment program including recruiting and processing applicants for temporary work assignments within City service.

For Both Divisions:

In addition to the above Division responsibilities, the Human Resources Division Manager:

- Plans, organizes and directs Human Resources Division activities including benefits administration, recruitment and selection, classification and compensation, and other related activities
- Recommend policy regarding personnel rules, regulations and procedures;
- Make appropriate recommendations following established City rules and regulations and state and federal laws and guidelines;
- Serve as staff liaison, as assigned, to city commissions and/or committees
- Assist the Director of Human Resources in performing special studies, surveys and other assignments related to personnel administration including personnel and financial matters of the assigned division;
- Perform special studies, investigations and other work as directed by the City Manager;
- Assist in budget implementation and participate in forecasting additional funds needed for staffing, equipment, materials and supplies
- Supervise or act as lead employee to staff involved in any of the assignments; and
- Perform other work as assigned.

KNOWLEDGE SKILLS AND ABILITIES

Considerable knowledge of:

- The principles and practices of personnel administration. including state and federal laws,

HUMAN RESOURCES DIVISION MANAGER (continued)

- regulations and guidelines affecting personnel administration in a municipal government;
- The objectives and programs of municipal management;
- Research methods and statistical analysis;
- Budgeting procedures and techniques
- Pertinent local, State and Federal rules, regulations and laws; and
- Occupations found in City government and employee benefit and insurance programs.

Ability to:

- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations to resolve specific issues, complaints or problems involving individuals or organizational units;
- Present statistical and narrative reports or correspondence clearly, concisely, logically, accurately and convincingly in oral and written form;
- Establish and maintain tactful and constructive relationships by collaborating with City employees including elected and senior officials and managers, the general public, and other governmental representatives;
- Work effectively and coordinate multiple projects and complex tasks simultaneously in time-sensitive situations and meet deadlines;
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