



June 2019
FLSA: Exempt

HUMAN RESOURCES AND RISK MANAGEMENT DIRECTOR

DEFINITION

Under administrative direction, plans, organizes, oversees, coordinates, and manages the operations of the Human Resources Department, including recruitment and selection, labor and employee relations, employee training and development, performance management, classification and compensation, benefits administration, and risk management; manages the effective use of department resources to improve organizational productivity and customer service; provides complex and responsible support to the Assistant Town Manager in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Town Manager. Exercises supervision over administrative support staff.

CLASS CHARACTERISTICS

This is a department director classification that oversees, directs and participates in all Human Resources and Risk Management activities, responsible for planning, organizing, and managing the operations and activities of the Human Resources Department. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include division budget administration, program evaluation, and recommendation and implementation of policies, procedures, goals, objectives, priorities, and standards related to human resources and risk management. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

EXAMPLES OF TYPICAL 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.

- Plans, directs, and oversees the daily functions, operations, and activities of the Human Resources Department, including recruitment and selection, labor and employee relations, employee training and development, performance management, classification and compensation, benefits administration, and risk management.
- Develops, directs and coordinates and implementation of goals, objectives, policies, and priorities for the department; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Oversees the development, administration, and oversight of department budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative, and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvement.

- Develops and manages requests for proposals for professional and/or contracted services; prepares scope of work; evaluates proposals and recommends award; negotiates contracts; administers contracts to ensure compliance with Town specifications and service quality.
- Plans, coordinates, and implements recruitment, examination, and selection processes; oversees the Town's equal employment process for protected groups.
- Plans, manages, and oversees the daily functions, operations, and activities of the City's risk management programs, including insurance, safety management and training, property claims management, and workers' compensation.
- Administers the Town's employee benefits programs; negotiates with and as liaison to various third-party administrators; resolves issues; provides guidance on policy interpretation explains benefits plan provisions and eligibility requirements to staff.
- Participates in negotiations during meet-and-confer sessions with various employee organizations; assists in developing bargaining strategies including preparing various analyses; communicates with and suggests direction to the Town Manager and Town Council during the meet and confer process; prepares and revises contract agreements; administers the provisions of existing employee agreements; represents the Town in matters of concern to unions and associations representing Town employees.
- Coordinates employee training and development programs to ensure a well-trained and effective workforce.
- Tracks all disciplinary actions and ensures adherence to the Town's disciplinary process through education and coaching for supervisors and managers; manages formal disciplinary actions to ensure compliance with mandated rules, regulations, and laws.
- Oversees and participates in developing, receiving, reviewing, and processing information for a variety of departmental, State mandated, and statistical reports and records, including Occupational Safety Health Act (OSHA) logs, annual self-insured worker's compensation reports, auto accident reports and graphs, employee accident reports, property damage reports, claims analysis, claims expense reports for worker's compensation, medical auditing summary, risk management surveys, financial property reports, claims for damages, industrial accident claims, and other related reports; verifies accuracy and completion of reports and records; maintains accurate files.
- Prepares and presents staff and agenda reports and other necessary correspondence related to assigned activities and services.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Serves as a liaison for assigned functions with other Town departments and outside agencies.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in human resources; researches emerging products and enhancements and their applicability to Town needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Directs the establishment and maintenance of working and official division files.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, project management, and budget development and administration.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.

- Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- Principles, practices, and techniques of public human resources administration, including recruitment and selection, labor and employee relations, employee training and development, performance management, classification and compensation, and benefits administration.
- Principles and practices of labor relations and collective bargaining in the public agency setting, including effective negotiating techniques.
- Principles and practices of effective risk management programs, including basic regulatory and legal requirements.
- Techniques for investigating, analyzing, and resolving employee grievances.
- Health and welfare benefits administration including cost structure of employee benefits.
- Principles and practices to be applied in promoting equal employment opportunity and diversity.
- Practices of researching human resources issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff and technical reports.
- Techniques for effectively representing the Town in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Methods and techniques of preparing technical and administrative reports and general business correspondence.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town 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 program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, oversee, and manage the operations of the Human Resources Department.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively administer a variety of human resources programs, including recruitment and selection, labor and employee relations, employee training and development, performance management, classification and compensation, and benefits administration.
- Independently conduct studies and research projects, evaluate alternatives, make sound recommendations, and prepare effective staff and technical reports; present technical information and data in an effective manner.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively represent the department in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Direct the establishment and maintenance of a variety of filing, record keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, 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 and 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 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 a bachelor's degree from an accredited college or university with major coursework in human resources, business or public administration, or a related field and five (5) years of increasingly responsible professional human resource management experience, including supervisory training and experience.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; 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. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 15 pounds with the use of proper equipment.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.