

**MAJOR FUNCTION**

This is high-level administrative and managerial work providing direction, guidance, and oversight in an assigned area, for the development, implementation and maintenance of human resource management systems, programs, policies and procedures that serve the City's workforce. Functional areas include Support Systems, Compensation and Labor Relations, Human Resources (HR) Consultation and Personnel. Employees in this class function as strategic partners to the Manager-Human Resources to ensure that the human resource management system components complement the mission, vision, and objectives of the City of Tallahassee. Work is performed under the direction of the Manager-Human Resources, who outlines areas of responsibility. Work is reviewed through conversations, observations, meetings, and by results attained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Develops, implements and maintains programs, policies and special projects to allow for the efficient and supportive management of the City workforce. Provides direction, support and staff coaching to accomplish the functional integration of the assigned area with other HR work units and processes. Provides leadership and direction to employees engaged in the front line delivery of human resource management services designed to support the City's mission, vision and objectives. Assesses and monitors workload, administrative and support systems, integration of systems and workflow. Administers employment staffing and recruitment including the intake, processing and maintenance of applications for employment. Conducts research and trend analysis and recommends strategies and processes to manage human resource functions and responsibilities. Insures HR programs and policies are in compliance with applicable federal, state and local laws, applicable human resources and personnel management standards and related City policies and procedures. Designs and facilitates the implementation of organizational development (OD) initiatives; assess impact of OD initiatives and prepares recommendations for improvement. Serves as an expert resource to City departments and employees by providing consultation on human resource issues. Manages HR's training program by developing communications materials and providing training, as well training other HR staff to provide instruction in specific subject areas. Serves on committees for various departments for HR related matters. Confers with Appointed Officials, Executive and Senior Managers, department directors, legal counsel, risk management administrator, and other applicable parties and participates in the resolution of high-level personnel issues. Participates as a member of the HR Management Team to engage in departmental strategic planning, fiscal administration, and problem resolution regarding HR systems, programs, policies and procedures. May serve in a leadership or functional role on the City's Emergency Management Team. Researches, recommends, develops and introduces productivity improvement initiatives to maintain and enhance service delivery. Takes the leadership role in the development of City personnel policies, procedures, rules and regulations and oversees their interpretation and implementation. Manages the City's Performance Management Program. Serves as liaison between HR Management Team and other HR units in the communication, deployment and evaluation of HR program initiatives. Reviews proposed departmental policies to insure there are no conflicts with City personnel policies and procedures. Maintains current personnel policies and procedures as well as a centralized reference site for HR communications, directives and instructional materials regarding the interpretation and implementation of such policies and procedures. Interviews, hires, train, disciplines, resolves grievances and evaluates professional and support personnel. Conducts performance evaluations and recommends approval or disapproval of merit increases. Represents the department at the request of, or in the absence of the director. May act in the capacity of department director. Performs related work as required.

Employee and Labor Relations: Administers the City's Classification and Pay program. May manage labor relations functions and serve as the City's Chief negotiator. Confers with Appointed Officials, Executive and Senior Managers, department directors, legal counsel, risk management administrator, and other applicable parties and participates in the resolution of high-level employment, compensation, or labor relations issues. Manages the processing of employee grievances to include the facilitation of step 2 committee grievances hearings and step 3 arbitrations. Manages the intake and review of disciplinary actions insuring compliance with policies and organizational consistency by providing guidance and counsel to department managers and supervisors. Directs and facilitates sensitive investigations, inquiries, or problem resolution. Oversees the implementation of the City's Lay-off policy. May administer the management of the benefits program to include insurance administration, wellness, leave and the ADA/reasonable accommodation program.

#### Other Important Duties

Identifies and implements employee development initiatives. Oversees development of the department's budget and related fiscal issues. Assists the department director in responding to legal and other sensitive inquiries. Performs related work as required.

### **DESIRABLE QUALIFICATIONS**

#### Knowledge, Abilities and Skills

Thorough knowledge of human resources management practices, trends, and issues. Thorough knowledge of applicable federal and state laws, rules and regulations. Considerable knowledge of City government, its subdivisions, organizational culture and administrative procedures. Considerable knowledge of the principles of supervision, training and performance evaluation. Considerable knowledge or modern principles and practices of management. Ability to develop long-term strategic plans for functions and programs and to accurately evaluate gaps in service. Ability to plan and conduct interesting, informative and effective human resources programs. Ability to supervise employees in a manner conducive to improved performance and high morale. Ability to express oneself clearly and concisely, both orally and in writing, make public presentations and conduct training sessions. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to analyze facts and situations critically and objectively and arrive at sound conclusions. Ability to exercise creativity and flexibility in addressing workforce needs, challenges and expectations. Ability to operate independently and proactively. Skill in diplomacy and customer service. Skill in problem identification and resolution. Skill in program and personnel management. Skill in the use of microcomputers and the associated software programs and applications that are necessary for successful job performance.

#### Minimum Training and Experience

Information Management Systems: Possession of a bachelor's degree in human resource management, business or public administration, industrial relations, a social science, education, liberal arts, computer science or a related field and five years of professional and administrative experience that includes human resource management, personnel administration, employee/organizational development, employee compensation or benefits, labor relations, performance improvement, training, equal opportunity, or information management systems, or any combination of experience in the aforementioned areas equaling five years; or an equivalent combination of training and experience. Two years of supervisory experience is also required and may be part of any of the aforementioned experience.

Employee and Labor Relations: Possession of a bachelor's degree in human resource management, business or public administration, industrial relations, a social science, education, liberal arts, computer science or a related field and five years of professional and administrative experience that includes human resource management, personnel administration, employee/organizational development, employee compensation or benefits, labor relations, or any combination of experience in the aforementioned areas equaling five years; or an equivalent combination of training and experience. Two years of supervisory experience is also required and may be part of any of the aforementioned experience.

Established: 08-20-98

Revised: 04-16-02

04-15-04\*

10-16-07

09-19-08

11-14-08

10-22-09

03-04-15\*