

# CITY OF GLADSTONE POSITION DESCRIPTION

**Class Title:** Human Resources Manager  
**Department:** Administration

**Range Number:** 45-NR  
**FLSA Status:** Exempt  
Confidential  
**Date:** April 2022

## **STATEMENT OF DUTIES & RESPONSIBILITIES**

Performs a variety of complex technical and professional work in planning, organizing and managing the human resource functions of the City, including; classification, compensation, performance evaluation, benefits, recruitment, collective bargaining, labor relations, diversity, equity and inclusion training and organizational development, and employee relations.

This position serves as in-house plan administrator for the health, benefit and retirement plans as well as worker's compensation insurance. Provides technical guidance to the City Administrator, department directors, supervisors and employees on all human resource issues.

## **SUPERVISION RECEIVED**

Receives administrative direction and supervision from the City Administrator.

## **SUPERVISION EXERCISED**

None.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Establishes goals, sets objectives, creates policies and designs systems for human resources functions in compliance with City Council Goals.

Prepares and presents human resource functions and programs budget recommendations to the City Administrator. Manages the Human Resources functions and programs to achieve goals within available resources; plans and organizes workload based on City Administrator direction.

Assesses and monitors the efficiency and effectiveness of the human resource program methods and procedures; identifies opportunities for improvement and makes recommendations to the City Administrator.

Provides technical assistance and interpretation to the City Administrator regarding issues affecting the human resources needs of the City; attend meetings as necessary to address such concerns.

Formulates, monitors and recommends procedures and activities involved in the recruitment, selection, classification, performance evaluation, retention, and career development of all City employees.

Analyzes wage and salary data to maintain a competitive compensation plan.

Conducts research, develops strategies and performs collaborative labor negotiations.

Maintains current information on legislative affairs, statutory changes, case law decisions and new trends relating to labor relations, employment discrimination, workers compensation, unemployment and other related topics.

Monitors compliance with pertinent federal, state, and local laws, regulations, and ordinances. Consults legal counsel to ensure that policies comply with federal and state law.

Meets with employees and department directors and supervisors to resolve conflicts, problems, concerns and deals with sensitive or controversial issues. Investigates grievances and complaints and recommends resolution. Advises management on strategies for addressing performance deficiencies.

Provides instruction and resources to management staff regarding good employee relations policies and practices and contract interpretation and application.

Exercises creative thinking and finds alternative and innovative solutions to issues affecting the work force.

Acts in a courteous, respectful, and professional manner and maintains a supportive work environment.

Cultivates and maintains internal and external professional relationships to the benefit of the City. Maintains cooperative working relationships with City staff, other organizations and the general public.

Administers the City's worker's compensation and benefits programs. Coordinates with vendors to provide a wide variety of optional benefits and programs for City employees.

Develops and implements a variety of City-wide employee and organizational development training programs.

Operates general office equipment including a PC, utilizing Microsoft Word, Excel and HRIS software.

Conducts research, procedural and administrative studies and prepares reports containing solutions or courses of action. Directs and implements programs as directed by the City Administrator.

Maintains a variety of confidential human resource files and records.

Represents the City at various local, regional and statewide meetings, serves on committees.

Drives to city facilities, vendors, training programs, and meetings, as necessary.

### **PERIPHERAL DUTIES**

Prepares correspondence; schedules appointments and reservations, and travel arrangements.

Serves on various City ad-hoc and subcommittees.

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

## **QUALIFICATIONS**

### **Education and Experience:**

Graduation from an accredited college or university with a degree in Business Administration, Public Administration or a related field, which included direct course work in human resources, employee relations and communications. Professional certification is a plus.

Five (5) years of progressively responsible human resources administration experience in a public or private organization which provided significant generalist exposure to the human resources field. Direct exposure to labor relations, preferably in the public sector. HRIS experience is required and TPA of benefit programs is desired.

Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work will be considered in lieu of the required education.

### **Special Requirements:**

Valid driver's license, or ability to obtain by time of hire, with a clean driving record.

Ability to pass a background check and security clearance for access into restricted buildings and departments of the City.

### **Knowledge, Skills & Abilities:**

- Advanced knowledge of recruitment and selection processes, recognition and retention programs, classification, compensation and benefits administration, as well as risk management practices.
- Technical expertise in matters pertaining to equal employment, wage and hour administration, pension administration, family leave laws, the Americans with Disability Act and Amendments and other pertinent laws affecting conditions of employment.
- A high degree of emotional intelligence, effective interpersonal skills, empathy, compassion and a sense of humor.
- Skill in developing strategies to achieve organizational goals and adapt strategies to changing conditions; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; takes calculated risks to accomplish goals.
- Well-developed group interaction skills with a willingness to confront challenging issues and dispute resolution skills to help others work through complex issues.
- Skill in verbal communication and effective listening; speaks clearly and persuasively; listens carefully and gets clarification; responds well to questions; participates in meetings.
- Skill in written communication; writes clearly and informatively and varies writing style to meet situational needs; presents numerical data effectively.
- Skill in the operation of listed tools and equipment.
- Ability to make effective and persuasive presentations on controversial or complex topics to employees, groups and association/union officials.

- Ability to read, analyze, and interpret complex documents; respond effectively to sensitive inquiries or complaints; write policies and procedures using original or innovative techniques.
- Ability to apply principles of logical thinking to a wide range of intellectual and practical problems. Ability to recognize and analyze nonverbal communications and to deal with a variety of abstract and concrete variables.
- Ability to consider and evaluate alternative viewpoints with an aim towards finding creative solutions by working collaboratively and offering innovative approaches to develop consensus on difficult issues.
- Ability to adapt to changes in the work environment; manage competing demands and deal with frequent change or unexpected events.
- Ability to communicate change effectively; build commitment and overcome resistance;
- Ability to work within the approved program budget; conserve organizational resources; develop and implement cost saving measures.
- Ability to remain calm in non-standard situations; manage difficult or emotional employee situations; recognize what is most suitable in a given situation; and, cooperatively resolve conflict;
- Ability to inspire the trust of others; work ethically and with integrity; make sound and accurate decisions and identify and resolve issues in a timely manner.
- Ability to establish and maintain positive and cooperative working relationships with City staff other organizations, public officials and the general public.

### **TOOLS AND EQUIPMENT USED**

Personal computer including word processing; database; spreadsheet; email; and various social media applications; HRIS, Internet; network-connected copy machine with scanning, faxing, and printing features; various communication devices and a City vehicle.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation will be made to meet the needs of qualified individuals with limitations who can perform the essential functions of the job.

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk and/or drive to other facilities.

The employee must occasionally lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. An employee in this classification will require the ability to remain calm in stressful situations; well-developed coping skills are required. Working schedule will require attendance at occasional night meetings.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually quiet. An employee in this classification may encounter upset or disgruntled persons.

*This position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

Created: 2020. Revision History: 4/2022