

## Human Resources Administrator

### DEFINITION

Under the general direction of the Director of Finance and/or the Director of Administrative Services, the HR Administrator functions as a human resources generalist performing a wide variety of duties pertaining to the administration of the human resource policies, procedures and programs for the City. The HR Administrator is the primary point of contact for HR policy and procedure support; assisting the City Manager, Department heads, and supervisors handling employee issues. The HR Administrator serves in a liaison capacity keeping the Director of Finance and/or the Director of Administrative Services apprised of all significant HR activities, organizational issues, problems or trends occurring within the City's personnel.

### CLASS CHARACTERISTICS

Performs human resources activities including programs, policies and procedures in the areas of employee relations, recruitment, communications, manpower planning, workforce development, benefit administration, compensation, compliance training and employee involvement. Works with Upper Management to provide consistent, professional HR support to the organization.

### ESSENTIAL FUNCTIONS

These functions may not be present in all positions in multiple position classes. When a position is to be filled, the essential functions will be noted in the announcement of position availability.

Coordinates and implements recruitment processes for City departments; confers with departments to ascertain departmental needs; coordinates and/or produces announcements and advertisements; develops recruitment schedules, related literature and job advertising; directs applicant screening and testing; initiates reference checks on candidates and receives confidential information on all city candidates for employment; establishes and maintains eligibility lists; notifies all candidates on employment status.

Responsible for fostering positive employee relations. Monitors employee attitudes and identifies areas of focus through individual interactions. Responds to employee questions and assists them in the resolution of job-related problems. Acts as a liaison between employees and their supervisor/manager to facilitate conflict resolution. Recommends and coordinates union avoidance initiatives.

Assists in the development and implementation of HR policies and procedures and their dissemination to employees. Coordinates the administration and interpretation of the personnel policies, practices and procedures. Counsels supervisors, managers and employees on policy and procedure interpretation and consistent application of those policies. Helps Legal counsel defend discrimination and defend unemployment charges.

Responsible for employee recruiting, diversity, and affirmative action/EEO. Works with supervisors and managers to assess organizational needs and recruiting strategies. Manages the internal and external hiring process. Ensure proper application of internal posting procedures.

Works with Administrative Services Director and Management to develop, improve, and execute citywide communications strategy.

Responsible for workforce development. Develops and implements training and certification efforts to ensure operators have the necessary skills needed to perform basic job functions. Assess and develops proper organizational resources to support organizational changes and strategic plans. Provides training and development activities, which support quality management systems, affirmative action compliance, etc.

Assists employees with benefit issues and advises on eligibility, enrollment, provisions and other benefit-related matters. Implements Employee Wellness activities and events.

Responsible to ensure proper reward systems are in place to attract, retain, and motivate workforce. Works with Management to design effective work structure that supports strategic growth. Documents job descriptions and pay ranges, develops reward systems for desired behavior and skill development, and identifies external market information to ensure external equity and competitive pay structures.

Participate in the collective bargaining process.

Attends and participates on employee committees.

Performs other duties as assigned.

## QUALIFICATIONS

### Education and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for satisfactory job performance. Example combinations include graduation from high school or equivalent and completion of specialized training in personnel administration or a related field, and five years of responsible clerical experience related to the administration of personnel programs, salary and benefits programs, and employment agreements.

### Knowledge, Skills, and Abilities

Principles, practices and techniques of personnel in a public agency setting, including recruitment, selection, equal employment opportunity, and employee orientation, compensation and benefit administration, and employee relations, including the interpretation of laws, regulations, policies, and procedures. Computer software and systems related to Human Resources. Record keeping, information processing requirements and rules and policies related to the production of an employee payroll. Applicable Federal, State, and local laws,

codes, and regulations. Modern office practices, methods, and computer equipment. Record keeping principles and procedures. Computer applications related to the work. Must have a strong understanding of English usage, grammar, spelling, vocabulary, and punctuation. Must have the ability to build effective working relationships with employees at all levels of the organization. Must possess techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.

Ability to Interpret, apply, and explain complex laws, codes, regulations, and ordinances. Effectively represent the Department and the City in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations. Assist in preparation of clear and concise reports, correspondence, policies, procedures, and other written materials. Maintain accurate files and records. Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations. Review human resources documents for completeness and accuracy. Prepare clear and effective statistical, narrative, informational, and educational reports, correspondence, policies, procedures, and other written material. Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and recommend appropriate course of action. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines. Operate modern office equipment including computer equipment and specialized software applications programs. Use English effectively to communicate in person, over the telephone, and in writing. Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines. Establish and maintain effective working relationships with those contacted in the course of the work.

#### Special Requirements

Possession of or ability to obtain a Class C California driver's license and a satisfactory driving record.

PHYSICAL PROFILE: I; 4,7,12.

**GRADE: 680**