

HUMAN RESOURCES OPERATIONS MANAGER**DEFINITION**

Under general administrative direction, serves as manager for Human Resources; oversee day-to-day HR operations, serve as analyst/advisor to the Vice Chancellor of Human Resources; coordinate special projects, planning, project development and problem solving; liaison between HR and key internal and external constituencies; provide leadership and supervision of HR operations/staff, and performs other duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general administrative direction from the Vice Chancellor – Human Resources.

Provides direct supervision to technical and administrative support staff; may provide indirect supervision to other District staff on an assigned, project-by-project basis.

EXAMPLES OF DUTIES

- Oversee Human Resources operations, information management and office staff; plan, organize and direct related HR activities; advise the Vice Chancellor on time sensitive and priority issues.
- Identify, develop and implement improvements in HRIS processes and procedures.
- Coordinates information technology and HRIS issues including database clean-up, conversion projects and business process reviews.
- Serve as a resource regarding Board HR policies and procedures; develop, recommend, and interpret District HR policies, procedures and processes, as necessary.
- Oversee and manage District's evaluation processes for classified and management team members.
- May participate in employee relations, negotiations, the interest-based process, and activities related to district labor relations activities.
- May act on behalf of the Vice Chancellor of Human Resources in his/her absence.
- May participate in the development/implementation of staff development programs, including succession planning
- Identify and coordinate special HR projects to further goals of the District; participate in planning, project development and problem solving;
- Serve as primary contact and liaison for HR Operations with internal/ external constituents.
- Communicate (both orally and in writing) with internal/external constituents regarding district HR operations, projects, policies and procedures; coordinate activities with administrators of other divisions and departments.
- Research legal matters, consult with legal counsel and compile information as requested by the Vice Chancellor of Human Resources.
- Monitor legislation and legal provisions that may affect HR operational processes.
- Review and provide evaluation, guidance and/or training relating to performance of staff, as assigned.

- Serve on District and college committees, as needed and/or assigned.
- Perform other duties as assigned.

TYPICAL WORKING CONDITIONS

- Work is generally performed in a standard office environment.
- Work may require occasional evening and weekend hours.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles of public personnel administration, management and supervision
- Classification, compensation and benefits analysis and administration
- Structure of community college administration or similar setting
- Understanding of technology, HR information systems, data management and analysis
- Conflict resolution in an employment setting; team building skills
- Applicable sections of California Education Code, Title V and other applicable codes and regulations
- Procedures, methods, strategies and techniques pertaining to the operation of a Human Resources office
- Legal mandates, regulations, policies and procedures which govern the District's Human Resources operational processes
- Effective communication techniques and strategies
- Principles and techniques for strategic planning and project planning,
- Administration, supervision, and training and evaluation of work staff
- Basic budget administration and control

Ability to:

- Effectively and efficiently perform highly responsible HR management functions
- Effectively apply HR management methods, and principles
- Accurately interpret and administer legal mandates, policies, regulations and negotiated agreements
- Effectively manage conflict resolution solutions in employment settings
- Effectively interact with people from diverse backgrounds
- Demonstrate initiative, ethical conduct, sound judgment and decision making
- Manage details and follow through
- Analyze HR situations accurately and make sound recommendations
- Supervise, train and evaluate assigned staff and direct the timely work flow of others while maintaining effective and harmonious relationships
- Expeditiously research, compile and prepare reports
- Communicate effectively both orally and in writing, attend meetings and give presentations
- Exhibit interpersonal skills including tact, patience and diplomacy
- Establish and maintain a complex HRIS data management system

- Work independently and collaboratively
- Establish and maintain cooperative working internal and external relationships
- Work under pressure and make decisions in accordance with established procedures, while organizing and performing work independently
- Provide information and serve as a resource to District administrators and other personnel regarding Human Resources.

Licenses and Certificates:

Possession of a valid California Motor Vehicle Operator's License.

Physical and Mental Standards:

- **Mobility:** ability to sit for long periods, move about an office, stand occasionally, reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a keyboard, handle individual papers, write and take notes.
- **Lifting:** occasional lifting of papers, files, equipment and material weighing up to 25 pounds.
- **Visual Requirements:** close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking:** ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors:** ability to make decisions and concentrate; frequent contact with others including some public contact; frequent deadlines and time-limited assignments.

Education and Experience:

Any combination of education, experience and/or training that would likely provide the above-required knowledge, skills and abilities is qualifying. Typical background patterns that would provide the knowledge, skills and abilities are:

Education: Possession of Bachelor's degree in human resources, business management, public administration or organizational development. Qualifying experience may be substituted on a year for year basis.

Experience: Two to four years of increasingly responsible management experience in various aspects of human resources, i.e., operations, recruitment, training, benefits administration, classification and evaluation, supervision, HRIS, etc.

*Class Adopted: 04/01/10
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