

HUMAN RESOURCES SUPPORT SERVICES MANAGER**DEFINITION**

Under general administrative direction, serves as the Human Resources Manager overseeing Recruitment and Benefits; serves as analyst/advisor to the Senior Director 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 Recruitment and Benefits staff, and performs other duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general administrative direction from the Senior Director of 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 recruitment and benefits office staff; plan, organize and direct related HR activities; advise the Senior Director on time sensitive and priority issues.
- Supervise, train and evaluate the work performance of assigned personnel; assigns duties and reviews workflow and proper cross training to assure compliance with established standards, requirements, and procedures.
- Ensure that the recruitment and selection process for all District classifications is in full compliance with both federal and state rules, regulations and guidelines.
- Assist management personnel in the administration of district collective bargaining agreements, resolution of personnel issues, grievances, disciplinary action and other personnel matters.
- Participate in the development of the annual human resources budget; analyze and review budgetary and financial data.
- Assist in the preparation of and response to reports, studies and inquiries from external organizations, local, state, and federal agencies.
- Conducts the District's classification, reclassification, personnel studies related to the compensation system and benefits; perform salary schedules and survey analysis; and salary placement related recommendations.
- Develop and maintain job descriptions and classifications lists.
- District's EEO Plan and other EEO related reports in consultation with the Senior Director of Human Resources, ensures timely submission as required;

- Oversees of the implementation of Leaves, and compliance with ADA and FMLA/CFRA, benefits and leave programs.
- Coordinate district activities related to employee benefits and workers compensation including direct supervision of benefits staff.
- Oversee the development of personnel related board agenda items for approval by the Senior Director of Human Resources.
- Monitor legislation and legal provisions that may affect HR operational processes.
- Assists the Senior Director of Human Resources in sensitive matters regarding discipline, complaints and investigations.
- Assists in the negotiations process; recommends language revisions, modifications, and additions to the assigned collective bargaining agreement; provides subject matter expert and research support to the Senior Director of Human Resources during the negotiations process.
- Conducts various special projects and performs various functions in support of the District's Human Resources Office; prepares staff reports and other documents.
- Interprets rules, regulations, laws, collective bargaining agreements and policies in carrying out duties and making recommendations for improvement.
- Research legal matters, consult with legal counsel and compile information as requested by the Senior Director of Human Resources.
- 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.

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: 2/13/2020

Class Amended: