



Career Service Authority

Human Resources Supervisor

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GENERAL STATEMENT OF CLASS DUTIES

Performs professional and supervisory work over professional human resources staff engaged in performing a variety of human resources activities including classification, compensation, employee relations, training and organizational/employee development, recruitment, human resources generalist duties, and/or other related functions in a large charter department or at Career Service Authority.

DISTINGUISHING CHARACTERISTICS

This class performs professional and supervisory work over professional human resources staff. This class is distinguished from a Human Resources Specialist that performs specialized, professional human resources work that includes acting as a subject matter expert within one or more functional areas in human resources on city-wide and/or department-wide human resources issues and ensuring that practices in the area(s) of specialization are consistent with legal and regulatory requirements, human resources best practices, and the city's strategic vision for human resources. The Human Resources Supervisor is distinguished from a Senior Human Resources Professional that performs full performance level professional, technical, and administrative human resources work in a major functional area(s) such as: classification, compensation, recruitment and selection, training and organizational development, test development/validation, and/or employee relations or acts as a human resources generalist. The Human Resources Supervisor is distinguished from an Agency Human Resources Director that supervises human resources functions within a limited span of control for an agency or department and performs tactical duties and assists with operational oversight of related activities such as employment, personnel, payroll, training, and/or employee relations. The Human Resources Supervisor is distinguished from a Manager I that manages an operational and/or functional area(s) and performs some elements of supervision by recommending and implementing plans, procedures, policies, programs, and projects.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the

mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises two or more professional human resources employees.

ESSENTIAL DUTIES

Directs and evaluates the work of professional and technical human resources staff members, provides technical expertise to staff, and establishes section and staff work programs and objectives.

Plans, assigns, and reviews the work of staff members performing a variety of human resources functions and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

Trains new staff members in human resources techniques and methodologies, orients staff with appropriate laws, policies, regulations, and procedures, and ensures that work conforms to standards, regulations, and laws.

Reviews new policy proposals or revisions and makes recommendations about their effectiveness.

Serves on committees and builds and maintains effective relationships with managers and other stakeholders in order to discuss and resolve issues/concerns, exchange information, and recommend changes to improve human resource programs and services.

Ensures that staff prepares comprehensive records, reports, and documentation that complies with standards and requirements.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution including escalations from clients.

Develops the performance enhancement plan, documents performance, provides performance feedback, and formally evaluates the work of employees.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Performs other related duties as assigned.

Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Personnel and Human Resources – Knowledge of hiring, classification, benefits, labor relations, negotiation, and federal, state and local employment regulations.

Leadership – Inspires, motivates, and guides others toward goals, coaches, mentors, and challenges staff, adapts leadership styles to various situations, and models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

Technical Competence – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting) and maintains credibility with others on technical matters.

Organizational Awareness – Knows the organization's mission and functions and how it's social, political, and technological systems work and operates effectively within them including the policies, procedures, rules, and regulations of the organization.

Flexibility – Is open to change and new information, adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles, and effectively deals with pressure and ambiguity.

Interpersonal Skills – Establishes and maintains constructive and cooperative interpersonal relationships with staff, peers, higher-level managers, staff from other organizations, internal and external customers, and local stakeholder groups to accomplish section's mission. Adapts approach to different people and situations.

Team Building – Manages group processes, encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Human Resources Management – Empowers staff by sharing power and authority, develops lower levels of leadership, pushing authority down and out throughout the organization, shares rewards with staff, and ensures staff is properly selected, used, appraised, developed, and are treated fairly.

Managing Diverse Workforce – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce and manages workforce diversity.

Planning and Evaluating – Determines objectives and strategies, coordinates with other parts of the organization to accomplish goals, monitors and evaluates the progress and outcomes of operational plans, and anticipates potential threats or opportunities.

Integrity/Honesty – Displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

Oral Communication – Clearly communicates and explains organizational policies and work assignments to staff and communicates information to peers, higher-level managers, administrative staff of other organizations, and internal and external customers.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner appropriate for context, time, and place. Written materials are of a routine nature and affect the immediate area(s).

Conflict Management – Minimizes confrontations, disagreements, complaints, and grievances and resolves them in a constructive manner. Works with staff, higher-level managers, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups to generate areas of agreement and joint action.

Decisiveness – Commits to action, even in uncertain situations, by making sound and timely decisions necessary to carry out ideas, systems, or policies that affect the section. Legal, public, and financial consequences are generally limited to the area(s).

Problem Solving – Identifies and analyzes problems, uses sound reasoning to arrive at conclusions, finds alternative solutions to complex problems, and distinguishes between relevant and irrelevant information to make logical judgments.

Self-Direction – Sets goals, takes initiative in implementing ideas, systems, or policies that affect an area, manages time efficiently, encourages feedback, and invests in self-development.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Physical Demands:

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Working Environment:

Pressure due to multiple calls and inquires.

Subject to many interruptions.

Subject to varying and unpredictable situations.

Education Requirement:

Baccalaureate Degree in Business Administration, Public Administration, Human Resources Management, or a related field.

Experience Requirement:

Three years of professional human resources experience at the type and level of Senior Human Resources Professional. (Some positions may require experience in a specific human resources area.)

Education/Experience Equivalency:

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure and/or Certification:

Completion of the Career Service Authority supervisory training courses prior to the completion of the probationary period.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 02/16/2007

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY This class was revised and updated to more accurately describe the duties performed by incumbents in the class. This class replaces the Human Resources Administrator and the previous Human Resources Supervisor.