



Career Service Authority

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Senior Human Resources Professional

GENERAL STATEMENT OF CLASS DUTIES

Performs full performance level professional, technical, and administrative human resources work in a major functional area(s) such as: classification, compensation, benefits administration, training and organizational development, and/or recruitment and selection or acts as a human resources generalist.

DISTINGUISHING CHARACTERISTICS

This class performs full performance level professional, technical, and administrative human resources work. This class is distinguished from an Associate Human Resources Professional that performs intermediate level professional human resources work in a major functional area(s) such as: classification, compensation, recruitment and selection, training, and/or employee relations or acts as a human resources generalist on moderately complex assignments and receives supervision on more complex assignments. The Senior Human Resources Professional is also distinguished from the Human Resources Supervisor that 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.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, performs lead work.
By position, supervises clerical and/or technical staff.

ESSENTIAL DUTIES

The essential duties section is divided into two categories: 1) general duties that are applicable to all Senior Human Resources Professionals and 2) specific duties applicable to a functional area or discipline. The specific functional areas or disciplines include: classification, compensation, benefits administration, recruitment and selection, training and organizational development, and human resources generalist duties. The duties performed by incumbents may be described in more than one specific area.

Senior Human Resources Professional duties for all disciplines

Performs a variety of complex analytical, technical, and administrative human resources functions in support of city-wide departments/agencies, interprets and explains human resources laws, policies, rules, and procedures, and provides professional advice and counsel to employees, supervisors, and managers regarding human resources matters.

Conducts studies/projects on various human resources topics, compiles supporting data to document methodology, and writes reports on findings.

Interprets and explains federal laws (Americans with Disabilities Act, Family Medical Leave Act, Equal Employment Opportunity/Affirmative Action), Career Service Rules, administrative regulations, memoranda of understanding, the Pay Ordinance, and other human resources policies and procedures to supervisors, and employees.

Demonstrates continuous effort to improve operations, decrease turnover times, streamline work processes, and work cooperatively and jointly to provide quality customer service.

By position, performs lead work.

By position, performs supervisory duties over technical and/or clerical employees.

Performs other related duties as assigned.

Benefits Administration

Analyzes and interprets complex benefits issues including the interpretation of federal and state laws and regulations with respect to COBRA, state statutes, plan provisions, and internal city procedures and develops and implements programs and processes to ensure compliance is maintained.

Establishes and maintains effective working relationships with multiple benefit plan vendors in order to resolve complex employee eligibility issues, clarify plan provisions, identify any problematic procedures, and solve access or coverage issues across all plans and vendors.

Develops and ensures appropriate accounting for benefit programs and costs, oversees billing reconciliation for insurance premiums and employee medical claims, resolves any problems with providers, and forwards to the appropriate party for payment.

Ensures compliance of all phases of benefit eligibility with federal, state, and local laws, regulations, and guidelines and interprets and advises city personnel on employee benefit matters including federal, state, and local laws, rules, policies, and procedures.

Monitors benefits system tables and functionality, provides assistance in testing system solutions, and identifies and reports system issues.

Assists in the development of communication strategies including Annual Open Enrollment and new employee orientation, creates written materials that explains benefits and services, and evaluates the effectiveness of communication materials and presentations to employees.

Assists benefit technicians with resolving employee benefit issues, trains staff, provides technical assistance, and monitors the updating and maintenance of various manuals, reports, and files.

Classification

Conducts individual position audits by gathering information from involved parties, analyzes collected data, prepares written reports including recommendations, presents recommendations for approval, and notifies department personnel and employee(s) of approved recommendations.

Conducts moderately complex classification studies, determines methodology for collecting data, analyzes data, writes new class specifications or revises existing class specifications, and implements approved classification recommendations.

Creates new class specifications or revises existing class specifications and prepares and presents justifications for proposed changes including detailed rationale and pay data from external sources or internal relationships with other classifications in the Classification and Pay Plan.

Collaborates with department/agency personnel on classification issues, researches problem areas, and recommends new classes or new class series that meet organizational needs.

Determines the appropriate classification for new or modified positions within departments and agencies by reviewing the duties and responsibilities assigned to the position and verifying the appropriate level of education and experience required for performance of assigned duties.

Compensation

Conducts the annual Pay Survey which includes analyzing market pay data, developing cost analyses, developing and presenting recommendations to the Career Service Board and City Council for approval, and implementing recommendations.

Conducts routine to complex compensation studies which includes evaluating study requests from departments and agencies, collecting and analyzing data from third party survey sources or designing and conducting custom surveys, preparing and presenting compensation recommendations, and implementing approved recommendations.

Completes third party compensation and benefit surveys which includes ensuring appropriate job matches, researching, compiling, and analyzing pay and pay practice data, and responding to questions from other organizations about pay and pay practices.

Interprets, explains, and provides guidance to managers and other human resource professionals on the city's pay practices and federal/state regulations, reviews and approves pay requests that require approval by the personnel director, and ensuring compliance with Career Service Rules and compensation best practices.

Develops complex forecasts, models, and trend analyses to detail the cost to implement a variety of classification and compensation studies, forecast compensation trends in the market, and assess the competitiveness of the city's total rewards package and makes recommendations on changes to compensation policies and practices, when applicable.

Provides compensation support to the city's collective bargaining team for Police, Fire, and Deputy Sheriff which includes conducting a survey of pay and benefits, providing technical and strategic advice in negotiations, and testifying in arbitration when necessary.

Human Resources Generalist Duties

Providing day-to-day advice and counsel to employees, supervisors, and managers regarding human resources matters such as performance management, employee relations, dispute resolution, and corrective actions.

Recommend organizational development strategies to department/division personnel including quality improvement, performance enhancement approaches, and problem solving by analyzing departmental trends and performance outcomes.

Receives, investigates, and resolves complaints including discrimination, harassment, violence in the work place, and hostile work environment, conducts investigations to ascertain case facts by interviewing complainant(s), supervisors, managers, witnesses, and other involved parties, and recommends course of action based on gathered information.

Advises managers, supervisors, and employees on employee relations issues and disciplinary/grievance processes to ensure compliance with the rules, policies, and procedures.

Leads the resolution of disputes and develops solutions to problems between employees and supervisors/managers using a variety of resolution approaches.

Coordinates the grievance/disciplinary process by scheduling and conducting disciplinary hearings, recommending appropriate disciplinary action, and drafting letters of discipline and reports.

Explains and provides information on the Americans with Disabilities Act, Family Medical Leave Act, Equal Employment Opportunity/Affirmative Action, and other programs to employees, managers, and supervisors. Approves or denies employee leave requests.

Recruitment and Selection

Coordinates and conducts the recruitment process for large departments/agencies including high level and/or sensitive positions

Confers with department/agency personnel regarding recruitment requests, obtains specific information about the position(s) from the hiring supervisor/manager, and collaboratively develops the recruitment plan.

Drafts job announcements, advertisements, and other recruitment materials in conjunction with department personnel and identifies sources of prospective candidates.

Reviews and screens applicants' qualifications based on education and experience requirements, prepares examination schedules and outlines, administers tests to applicants, scores tests, and develops eligibility lists.

Researches and recommends changes to streamline recruitment and selection processes and monitors effectiveness of various recruitment approaches.

Ensures that all of the phases of recruitment and selection comply with applicable federal, state, and local laws, regulations, and guidelines and Career Service rules.

Training and Organizational Development

Applies the fundamental theories and practices of adult learning, instructional design, and organizational performance improvement in order to assess, plan, design, implement, deliver, and evaluate learning solutions, instructional activities and materials, and organizational/employee development initiatives focused on departmental and/or city-wide needs.

Follows industry standard assessment and instructional design practices to identify training needs, develop proposals for training initiatives, and design, administer, and instruct management/employee development and specialized training programs.

Determines performance outcomes of training and development programs and implements changes based on evaluation.

Provides organizational development strategies to department/division personnel including quality improvement, performance enhancement approaches, and problem solving by analyzing departmental performance needs and making recommendations for training solutions.

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, Knowledge, & Skills:

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

Reading – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Writing – Recognizes and uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written

information which may include technical material that is appropriate for the intended audience.

Self-Management – Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication – Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Planning and Evaluating – Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

Decision Making – Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish program goals, and causes change.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Customer Service – Works with customers to assess needs, provide assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Technical Competence – Uses knowledge that is acquired through formal training and extensive on-the-job experience to perform one's job, works with, understands, and evaluates technical information related to the job, and advises others on technical issues.

Influencing/Negotiating – Persuades others to accept recommendations, cooperate, or change their behavior, works with others towards an agreement, and negotiates to find mutually acceptable solutions.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Integrity/Honesty – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Organizational Awareness – Knows the organization’s mission and function and how its social, political, and technological systems work and operates effectively with them including the program, policies, procedures, rules and regulation of the organization.

Administration and Management – Knowledge of planning, coordination, and execution of business functions, resource allocation, and production.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Mathematical Reasoning – Solves practical problems by choosing appropriately from a variety of mathematical and statistical techniques.

Technology Application – Uses machines, tools, instruments, and/or equipment effectively and uses computer applications to analyze and communicate information in the appropriate format.

Learning – Uses efficient learning techniques to acquire and apply new knowledge and skills and uses training, feedback, or other opportunities for self-learning and development.

Teaching Others – Helps others learn through formal or informal methods, identifies training needs, provides constructive feedback, coaches others on how to perform tasks, and acts as a mentor.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

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.

Near acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Education Requirement:

Bachelor’s Degree.

Experience Requirement:

Three years of professional human resources experience. (Some positions may require experience in a specific human resources area.)

Education/Experience Equivalency:

Additional appropriate education may be substituted for one year of the minimum experience requirement.

Additional appropriate experience may be substituted for the minimum education requirement.

Licensure and/or Certification:

By position, possession of a valid driver's license.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 02/16/2007

REVISED DATE: 08/08/2010

REVISED BY: Patricia Anderson

CLASS HISTORY

2/2007 - This is a new class. This class replaces the Senior Personnel Analyst and the Senior Agency Personnel Analyst.

5/2009 – An essential duty was added that describes professional work in the Benefits Unit.

8/2010 – In the Essential Duties Section, Human Resources disciplines and duties were categorized. Now there are categories that describe duties in the following disciplines: classification, compensation, benefits administration, training and organizational development, recruitment and selection, and human resources generalist.