



Office of Human Resources  
Deputy Director Office of Human Resources – CH2984  
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### General Statement of Duties

Leads and sets strategy for a centralized human resource function for the City. This position oversees HR Managers and staff servicing city agencies. Partners with agency leadership and subordinate managers to plan and implement HR solutions that are aligned to the various business goals of each agency and their unique challenges.

### Distinguishing Characteristics

There are three general management classes (Manager, Director, and Executive) and specific individual management classes. The Manager is a first level management class. A Manager oversees workgroups/areas within a division or agency and is responsible for supervising first or second line supervisors or individual contributors. A Manager position is operationally and functionally focused.

The Director is a mid-level management class. A Director manages a division or agency and is responsible for supervising managers, supervisors, and individual contributors. A Director position is operationally and functionally fo-cused as well as strategically focused.

The Executive is the highest level of management class in the city other than appointees or elected officials. An Executive directs multiple divisions and is responsible for supervising directors, managers, supervisors, and individual contributors. An Executive position is strategically focused.

The Deputy Director of the Office of Human Resources class is distinguished from the Executive Director of the Office of Human Resources that directs a comprehensive, city-wide Human Resources Office.

### Essential Duties

Drives the operational effectiveness of the overall agency as well as discrete functional areas by partnering with agency leadership and subordinate managers and implementing HR solutions aligned to various business goals and challenges of each agency.

Builds division staff functional expertise to influence, guide and participate in the business discussion involving talent and human capital decisions of the organization. Provides support to teams who advise, consult, and organize human resources activities

Guides subordinate managers to partner with agency stakeholders to create a vision for leadership development; drive coordinated action of people and talent practices to address the organization leadership gaps

Plans, develops, executes, and refines HR strategy for the overall agency as well as functional area staff.

Drives business process improvements and innovations to streamline work and improve efficiency and quality of HR service delivery.

Builds collaborative partnerships across the OHR team to eliminate functional silos, removes barriers and improves workflow and process across the organization.

Represents the Executive Director with crucial stakeholders including Career Service Board, Elected and Appointed Officials and OHR team.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employees; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

## Competencies

**Adapting and Responding to Change:** Adapts to changing circumstances and direction. Accepts new ideas and change initiatives while still guiding staff progressively forward.

**Creating and Conceptualizing -** Identifies and produces innovative ideas and thinking strategically. Promotes and implements best practices and leading-edge ideas and puts them into action delivering results.

**Deciding and Initiating Action -** Takes responsibility for actions, projects, and people; makes quick, clear decisions why may include tough choices, after considering risks.

**Delivering Results and Meeting Customer Expectations -** Focuses on customer needs and satisfaction. Sets high standards for quality, quantity, and timelines. Consistently achieves project and financial goals.

**Leading and Coaching -** Provides others with a clear direction, motivation, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching. Leads and coaches clients to achieve the best results.

**Persuading and Political Influence -** Gains clear agreement and commitment from others by persuading, convincing, and negotiating. Makes effective use of political processes to influence others.

**Working with People -** Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles the conflict.

## Knowledge & Skills

Knowledge of laws, rules, regulations, case law, principles, and practices related to employee conduct, performance, and dispute resolution.

Knowledge of hiring, classification, compensation, benefits, labor relations, negotiation, learning & development, HR systems, analytics/metrics, innovation, and budgeting.

Knowledge of federal and state laws and regulations concerning the Department of Labor laws

Knowledge of federal and state employment laws related to FMLA, ADA, HIPAA and Workers Compensation, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.

## Level of Supervision Exercised

Directs multiple divisions of a department by supervising directors, managers, supervisors, and other staff members.

**Education Requirement**

Bachelor's Degree in Business Administration or a related field based on a specific position(s).

**Experience Requirement**

Five (5) years of human resources leadership experience, which must have included director-level management responsibilities.

One (1) year of management experience must include budget and fiscal oversight responsibility, evaluation of business processes, and policy and decision making experience with planning and organizing multiple programs, projects, operations or functions.

**Education & Experience Equivalency**

Two (2) years of the appropriate type and level of experience may be substituted for each required year of post-high school education.

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

**Licensure & Certification**

None

**Working Environment**

Subject to long, irregular hours.  
Subject to pressure for multiple calls, inquiries, and interruptions.  
Subject to varying and unpredictable situations.  
Proposals to be reviewed and timely decisions to be made.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

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

Hearing: Perceiving and comprehending the nature and direction of sounds.  
Lifting: Moving objects weighing no more than 10 pounds from one level to another.  
Oral Comprehension: Ability to discern the meaning of oral speech.  
Sitting: Remaining in a stationary position.  
Stooping: Positioning oneself low to the ground.  
Talking: Communicating ideas or exchanging information.  
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.  
Written Comprehension: Ability to discern the meaning of written words.

**Background Check Requirement**

Criminal Check  
Education Check  
Employment Verification

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: EX-20**

**FLSA Code: Y**

**Established Date: 3/23/2018**

**Established By: Segal Waters Consulting**

**Revised Date: 9/8/2024**

**Revised By: SO**

**Class History: 3/23/2018 - Updated and revised entire classification; 11/27/2022 - Revised pay grade as a result of CN1746; 7/1/24 – Revised Experience Requirement; 9/8/24 – Revised Job Family/Job Code.**