



Office of Human Resources  
HR Business Partner – CH2993  
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### General Statement of Duties

Performs a variety of intermediate level professional work in human resources functions related to employee relations, performance management, workforce readiness, engagement, classification and compensation, dispute resolution, recruitment support and separation. Interprets and explains human resources law, career service rules, administrative regulations, memoranda of understanding, the city ordinances, and other human resources policies and procedures to supervisors and employees. Provides analysis, advice and counsel to managers, supervisors, and employees regarding human resources matters and processes to ensure compliance with the rules, policies, and procedures. Consults with City Attorney's Office concerning employee relations and dispute resolution items and disciplinary/grievance processes to ensure compliance with the rules, policies, and procedures.

### Distinguishing Characteristics

This class is part of the Human Resources Business Partner classification series. This series encompasses the following job classifications in increasing level of responsibility and scope: Human Resources Business Partner Associate, Human Resources Business Partner, and Human Resources Business Partner Senior.

### Essential Duties

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

Develops a project plan, timeline and implementation strategy for functions related to employee relations, performance management, workforce readiness, engagement, classification and compensation, dispute resolution, and workforce talent. The project management process addresses utilizing a change process, communication strategy and options for moving forward considering challenges within the business unit.

Deals with interpersonally and/or challenging situations calmly and diplomatically, diffusing tension. Thoughtfully intervenes in conflicts to facilitate communication and resolve problems, finding common ground when possible. Handles complaints and disputes with composure and tact.

Thorough knowledge of the business for assigned client groups and understands how organizational strategy, structure, functions, systems, and people work together to create value for residents/stakeholders. Knows basic financial and accounting concepts to understand how assigned client groups utilizes its annual budget.

Understands the leadership needs of client agencies and align and drive talent initiatives that generate real business value. Implements and facilitates leadership development programs. Evaluates effectiveness of leadership development programs.

Provides guidance in partnership with business leaders to solve for routine or less complex business problems. May facilitate communications and/or process. Relies on HR knowledge and experience to inform solutions.

Remains focused on what is expected or needs to be accomplished. Pushes self and others for results or achievement of milestones. Completes projects/tasks effectively and efficiently. Knows when research, analysis, debate, and discussion have served their purpose and moves into action. Avoids complicating a task.

Has an understanding for client groups strategic perspectives regarding purpose (mission, vision, and values), direction (strategy, goals, and metrics), key stakeholders, environmental scan, competitive strategy, and critical success factors.

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

Works with HR Director or Manager, Organization Development Specialist, and Senior HR Business Partner to recommend and develop organizational development strategies and initiatives to client groups. Consults with clients on execution of organizational development strategy.

Develops HR process and business practice improvement initiatives within assigned client groups and monitors effectiveness of process improvements.

Creates reports and generates necessary data for new hires, terminations, employee relations, engagement, etc.

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**

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

**Customer Service** – interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services

**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.

**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.

**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.

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

**Written Communication** – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

### **Knowledge & Skills**

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

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

Knowledge of federal and state laws and regulations with respect to Department of Labor laws as it relates to FMLA, ADA, HIPAA and Workers Compensation.

Knowledge of laws, 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

None

### Education Requirement

Bachelor's Degree in Business Administration, Human Resources, or a related field.

### Experience Requirement

Two (2) years of professional human resources experience.

### Education & Experience Equivalency

One (1) year 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 pressure for multiple calls, inquiries, and interruptions.

### 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-09**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date: 6/25/2023**

**Revised By: BM**

**Class History: 7/30/2020 – Updated general statement of class duties, distinguishing characteristics, guidelines and decision making, essential duties, and other minor spec edits; 6/25/2023- Pay grade revised as a result of CN1774; 9/8/24 – Revised Job Family/Job Code.**