



Office of Human Resources HR Business Partner Senior – CH2992

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General Statement of Duties

Performs a variety of full performance level professional work in complex human resources functions related to organizational strategy, employee relations, performance management, workforce readiness, engagement, classification and compensation, dispute resolution, recruitment support, and separation. Provides analysis, advice and counsel to managers, supervisors, and employees on human resources matters and processes to ensure compliance with the rules, policies, and procedures. 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. 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

Understands the leadership needs of client agencies. Develops strategies to build leader capability, develop the next generation of leaders and promote a culture of strong leadership throughout the organization.

Proactively identifies business issues and opportunities throughout the organization. Challenges assumptions to help define opportunities, recommends optimal solutions based on technical HR and business knowledge and expertise. Communicates and influences the case for initiating a business change to key stakeholders, overcomes resistance, and measures impact.

Persists tactfully in promoting a position adjusting style to fit the situation. Persuades others to consider and adopt a new position or attitude on a topic. Convincingly explains the benefits of a course of action or advantages over alternatives, providing examples to illustrate points.

Has a thorough understanding of the strategic perspective regarding agency/ organizational purpose (mission, vision, and values), direction (strategy, goals, and metrics), key stakeholders, environmental scan, competitive strategy, and critical success factors. Can influence strategic planning.

Recommends organizational development strategies to leaders, including quality improvement, performance enhancement approaches, and problem solving by analyzing departmental trends and performance outcomes. Conducts assessments, gap analysis, and strategy development for individual learning and organizational development.

Demonstrates continuous effort at agency/organizational level to improve business operations, decrease turnover, streamline work processes, and work cooperatively and jointly to influence quality customer service.

Leads special projects and initiatives for purposes of developing leadership skills and competencies, and to ensure successful project outcomes; takes on additional responsibilities for individual and collective contributions of professional growth, provides coordination and leadership to lower level peers; serves on managerial teams and committees to generate ideas and to enhance individual professional growth.

Develops project plans, timeline and implementation strategies 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.

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

Has a strong foundational understanding of financial and accounting concepts and how the organization utilizes its annual budget.

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.

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

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

By position, performs lead work and/or supervises human resources staff.

Education Requirement

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

Experience Requirement

Five (5) 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-11

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date: 9/8/2024

Revised By: SO

Class History: 2/24/19 - Updated level of supervision and other minor spec edits; 7/30/2020 – Updated general statement of class duties, distinguishing characteristics, guidelines and level of decision making, level of supervision, 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.