



Office of Human Resources
HR Supervisor – CH0926
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General Statement of Duties

Performs first level supervision over human resources staff engaged in the daily functions and activities supporting business operations and administration within a human resources functional area supporting goals while ensuring legal compliance with human resources policies and practices.

Distinguishing Characteristics

This class performs professional and supervisory work over professional human resources staff. Incumbents of this classification may supervise teams comprised of multiple positions within one specific human resources function or a team composed of multiple positions across several different functions, including talent acquisition, business partners, classification & compensation, benefits, learning & development, or other areas. This class is distinguished from senior-level HR classifications who are individual contributors and may report to incumbents of this classification. This classification is distinguished from the HR Manager, who manages the human resources services for one or multiple client agencies.

Essential Duties

Supervises staff members involved in human resources operations and administration while supporting mission and goals and recommends process improvements and changes in practices and procedures to increase operating efficiency and expedite workflow.

Plans, schedules, assigns, and evaluates the work of staff members, provides technical expertise to staff, and establishes unit and staff work goals and objectives.

Inspects the employee's work for compliance with standard of work. Reviews work upon completion for adherence to guidelines and the standards and provide necessary feedback.

Coordinates and serves as a subject matter expert in a human resources functional area and represents unit or section on projects with other stakeholders. Represents HR in meetings with internal and external stakeholders.

Reviews and interprets new legislation and statutes, determine impacts to business operations and implements changes on ensure compliance in accordance with Career Service Rules, DRMC, City Charter, or other legal requirements. Interprets and explains HR policies, procedures, and laws to managers, supervisors, and staff.

Manages and coordinates human resources activities to improve processes, performance, and facilitates studies and projects. Investigates and recommend solutions for significant human resources issues and/or problems that have organizational impacts.

Ensures goals and objectives are met, services are being provided efficiently and effectively and takes corrective action when needed.

Resolves operational and management issues, makes decisions that are inclusive of multiple perspectives, and solves underlying problems. Resolves escalated employee complaints.

Reviews, develops, and/or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction, assists employees with difficult and/or unusual assignments, and encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion. Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems, mediates conflicts encountered during daily operations, determines appropriate solutions, and promotes teamwork. Encourages regular communication and informs staff of relevant business issues and their impact on the organization.

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

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

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

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

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

Influencing - Collaborates with, persuades and influences others.

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.

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.

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.

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.

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Level of Supervision Exercised

Supervises individual contributors.

Education Requirement

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

Experience Requirement

Three (3) years of experience in human resources.

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-12

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 Minimum Quals and other minor spec edits. 7/8/2022: Update general statement of class duties, distinguishing characteristics, essential duties, and minimum experience requirements; 9/8/24 – Revised Job Family/Job Code.