DENVER
THE MILE HIGH CITY

Office of Human Resources
HR Business Partner – LH3154

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General Statement of Duties

Performs a variety of intermediate level professional work in human resources functions to support both represented and non-represented employee populations 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. The Human Resources Business Partner Senior performs a variety of full performance level professional work in complex human resources functions to represented and/or non-represented employee populations related to organizational strategy, employee relations, performance management, workforce readiness, engagement, classification and compensation, dispute resolution, recruitment support, and separation.

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 including new hires, terminations, employee relations, engagement.

Resolves workplace disputes by resolving conflict, conducting thorough investigations, managing grievance and arbitration processes, and facilitating open communication among stakeholders. Provides strategic guidance to supervisors on performance management, disciplinary actions, and complex employee relations matters. Proactively addresses conflicts, using mediation and problem-solving strategies to reach fair and constructive resolutions. Maintains composure and professionalism in high-pressure situations, fostering a culture of accountability, trust, and collaboration.

Develops and maintains strong relationships with employees, union representatives and management to foster a collaborative and productive labor environment. Ensures compliance with and consistent application of career service rules, labor laws, organizational policies, and collective bargaining agreements (CBAs). Advises leaders on labor relations strategies, proactively identifying risks and opportunities to support a positive work environment.

Partner with others to support agency leadership in strategic workforce planning, talent management, organizational development, and workforce readiness initiatives. Works closely with business leaders to assess workforce impacts on operational goals, drive data-informed decision-making, and develop proactive solutions that balance compliance, business needs, and employee engagement.

Advises and educates leaders on best practices for managing in both unionized and non-unionized environments, providing training and tools to enhance management best practices, labor relations knowledge and contract administration skills. Collaborates with legal, HR, and labor relations teams to ensure alignment on labor policies, contract negotiations, and risk mitigation strategies.

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 – Uses data and insights to make well-informed, objective decisions, considers the impact and implications of choices, and commits to decisive action even amidst uncertainty to drive business outcomes.

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 – Fosters a culture of respect, inclusion, and collaboration by listening actively, showing empathy, valuing diverse perspectives, and resolving conflicts constructively.

Reasoning/Critical Thinking – Applies logic, deductive and inductive reasoning, and problem-solving skills to evaluate complex situations, assess cause-and-effect relationships, and develop sound 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.

Understands principles of labor relations including union engagement, grievance resolution, and collective bargaining. Ability to navigate labor-management relationships in a way that balances compliance, operational needs, and workforce engagement.

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

For DPL Positions Specifically:

Atmospheric Conditions: conditions that affect the skin, eyes or respiratory system.
Handles absentee replacement on short notice.
Handles emergency or crisis situations.
Occasional pressure due to multiple calls and inquiries.
Subject to pressure for multiple calls, inquiries, and interruptions.

Level of Physical Demand

For DPL Positions Specifically:
1-Sedentary (0-10 lbs.) - 2-Light (10-20 lbs.)

Physical Demands

For DPL Positions Specifically:

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

Depth Perception: Ability to judge distances and space relationships.
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Lifting: By Position, may move objects up to 10 pounds, or 10-20 pounds from one level to another.
Reaching: Extending the hands and arms or other device in any direction.
Repetitive Motions: Making frequent or continuous movements.
Sitting: Remaining in a stationary position.
Talking: Communicating ideas or exchanging information.
Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Background Check Requirement

Criminal Check
Education Check
Employment Verification

Assessment Requirement

None

Probation Period

None

Class Detail

Pay Grade: EX-09
FLSA Code: Y
Established Date: 9/21/2018
Established By: LS
Revised Date: 3/17/2025
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; 3/17/25 - Updated General Statement of Duties, Distinguishing Characteristics, Essential Duties, Competencies & Knowledge & Skills.