DENVER
THE MILE HIGH CITY

Office of Human Resources
HR Manager – CH2747

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General Statement of Duties

Manages the human resources services for one or multiple client Agencies. Partners with Agency leadership in determining human resource needs. Directs and develops a team of Human Resource Generalists/Business Partners. Supports a vision for leadership development to support successful attainment of client's business strategies, goals and outcomes. Defines and supports organizational structure, workforce planning and talent management strategies. Demonstrates ability to select strong talent, fosters an environment that inspires strong employee performance.

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 work groups/areas within a division or agency and is generally responsible for supervising first or second line supervisors and/or individual contributors. A Manager position is operationally and/or functionally focused.

The Director is a mid-level management class. A Director manages a division or agency and is generally responsible for supervising managers, supervisors, and individual contributors. A Director position is operationally and/or functionally focused 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 generally responsible for supervising directors, managers, supervisors, and individual contributors. An Executive position is strategically focused.

The Human Resources Manager class is distinguished from the Executive Director of the Office of Human Resources that directs a comprehensive, city wide Human Resources Office by establishing a multi-year vision and strategic plan for the organization while ensuring alignment with the city's broader organizational and human resources goals and objectives and ensures the organization accomplishes annual goals and initiatives.

Essential Duties

Manages Human Resources Service Team operation. May oversee human resources function for an independent agency.

Manages daily operations. Sets goals and manages performance, facilitates training and development activity. Prioritizes work assignments.

Attracts, develops and retains team through construction of development plans and performance measures; creates environment that promotes employee engagement.

Facilitates delivery of services by cross-functional teams.

Recruits, trains, coaches, counsels, and disciplines staff. Plans, monitors, appraises and reviews staff job contributions.

Establishes performance metrics and identifies opportunities for professional and technical development such as educational workshops, reviewing professional publications and participating in professional societies.

Leads initiatives to streamline service team standard work processes that result in improved cost, time, resources or quality impacts to service delivery for service team.

Garners senior team support and leads initiatives to build leadership capability in the organization to improve employee performance and drive successful business outcomes

Demonstrates Service Team functional expertise to influence, guide and participate in business discussions involving talent and human capital decisions of the organization.

Develops career path processes and recommends new approaches and procedures to improve efficiency and performance.

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.

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

Analyzing - Analyzes data and all other sources of information, patterns, and relationships. Demonstrates an under-standing of how one issue may be a part of a much larger system.

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 - 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.

Relating and Networking - Easily establishes good relationships with customers, partners, and staff. Relates well to people at all levels; builds expansive and effective networks of contacts.

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

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

Manages a work group(s) within a division by supervising supervisors and/or individual contributors.

Education Requirement

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

Experience Requirement

Three (3) years of experience at the type and level of functional or operational human resources management, which must have included management of professional individual contributors.

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 long, irregular hours.
Subject to pressure for multiple calls, inquiries, and interruptions.
Subject to varying and unpredictable situations.

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-14
FLSA Code: Y
Established Date: 9/21/2018
Established By: LS
Revised Date: 7/8/2026
Revised By: BM
Class History: 10/21/2021 - Equivalency revised; 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; 7/8/26 – Revised Experience Requirement.