

## HUMAN RESOURCES OPERATIONS MANAGER

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Exempt	Exec/Admin/Managerial	Management	M7	06/26/08	Class. Admin.	1 of 2

**DEFINITION:** Under administrative direction, manages, plans, organizes, directs, and coordinates a comprehensive human resources program for both academic and classified employees of the District, provides Districtwide consultation and technical direction in the areas of wage and salary administration, employment services, workers' compensation, human resources automated systems and employee relations. Provides direct supervision over assigned professional and administrative support staff, and performs other related duties as required.

**DISTINGUISHING CHARACTERISTICS:** The Human Resources Operations Manager has responsibility for the human resources operations functions of the District, and provides technical and administrative direction for a variety of core functions to subordinate professionals and clerical/technical staff.

**EXAMPLES OF DUTIES/ESSENTIAL FUNCTIONS:** Duties/essential functions may include, but not be limited to, the following:

- Manages, directs and organizes the wage and salary, employment services, human resources automated systems, collective bargaining and workers' compensation activities of the Human Resources Department;
- Provides technical direction to technical/professional and clerical staff conducting various human resources activities;
- Participates in collective bargaining activities by serving on District negotiating teams or as a subject matter expert, assisting in the investigation and processing of grievance and complaints;
- Assists in managing the District's equal employment opportunity and diversity outreach efforts;
- Presents written and oral reports on a wide variety of human resources issues, policies, procedures, local, state, and federal laws, rules and regulations, etc.;
- Works effectively with all levels of District staff and union representatives, and employee organizations on human resources issues;
- Assists in the preparation and administration of the departmental budget;
- Develops and implements policies and procedures, personnel rules and regulations and interprets and administers collective bargaining agreements;
- With Human Resources Support Services Manager, coordinates recruitment, benefit administration and other human resources support functions
- Oversees the investigation of disciplinary actions and prepares reports and recommendations for action;
- Represents Human Resources and the District at a variety of meetings;
- Recommends and implements section, departmental and District goals and objectives;
- Effectively plans, develops and supervises assigned functions, programs and special projects;
- Establishes performance standards and methods for assigned functions;
- Prepares various highly complex reports on operations and activities;
- Works closely with all other departmental functions to ensure the highest levels of service and performance to employees, other departments, and college-based customers;
- Oversees or performs complex statistical and data analysis projects;
- Travels to District work sites and other locations within or outside the District to participate in and oversee programs and activities;
- Answers questions and provides information to the public and internal customers;

## HUMAN RESOURCES OPERATIONS MANAGER

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Exempt	Exec/Admin/Managerial	Management	M7	06/26/08	Class. Admin.	2 of 2

- Investigates complaints and recommends corrective actions as necessary to resolve issues;
- Serves as a trainer, mentor and lead to lower level human resources staff;
- Performs related duties as assigned.

### **MINIMUM QUALIFICATIONS:**

**Knowledge Of:** Principles, policies and practices of personnel administration as it relates to wage and salary administration, employee/labor relations, departmental budget administration, supervision, training, employee and organizational development, recruitment/selection, position classification, leadership, team building, motivation and conflict resolution; business report writing; pertinent local state and federal laws, rules and regulations; modern office systems and personnel software.

**Ability To:** Manage the work of technical/professional and clerical staff performing wage and salary administration, employment services, human resources automated systems, workers' compensation and employee relations tasks; effectively train and evaluate staff; prepare and administer a departmental budget; apply collaborative work strategies and gain the cooperation of employees at all levels of the organization; analyze issues and develop alternative solutions; prepare comprehensive written reports with recommendations; make oral presentations to a variety of audiences on human resources related topics; become familiar with collective bargaining agreements and applicable District policies and procedures, state and federal laws, rules and regulations; accurately explain and implement pertinent District and departmental policies, procedures, laws and rules; write clear and concise complex reports, memoranda, policies and letters and prepare them using a personal computer and appropriate software; develop comprehensive plans independently; complete multi-faceted projects, activities and/or functions with good attention to detail; meet with all levels of employees to discuss and resolve problems tactfully, courteously and effectively; establish and maintain good working relationships with department heads and other District and departmental employees and with personnel from other governmental agencies and organizations; oversee and conduct organizational, procedural and statistical research studies and analyze and prepare comprehensive reports and recommendations.

**Education/Training:** Equivalent to a BA/BS degree from an accredited college with major course work in industrial psychology, human resource management, public administration or a directly related field.

**Experience:** Equivalent to five years human resources management experience in a leadership role in employee relations, recruitment/selection or similar work in a large and complex organization. At least three years of experience supervising journey-level staff

**License/Certification:** A valid California Class C Driver's License.