



City of New Albany

Position Profile

Title: HUMAN RESOURCES OFFICER

Pay Grade: Exempt Classification Grade 22

Department: Administration

Reports To: City Manager or Senior Level Director

Purpose of Position

This full-time, highly responsible human resources position performs complex professional, technical, and confidential administrative work. The position directs and monitors the administration of all human resources activities and policies. These activities include employee relations, salary and benefits administration, policy creation and interpretation, recruitment/selection, classification and compensation, onboarding, staff training and development, employee relations, employment compliance applicable to federal, state and local laws and regulations, and organizational planning.

The Human Resources Officer works collaboratively with department directors in order to achieve the city's goals and takes and objectives in human resource matters and takes on leadership role in identifying, evaluating and resolving human resource issues, in facilitating communications, and in improving employee skills and work performance. This professional position requires advanced knowledge and includes work requiring the consistent exercise of discretion and judgment.

Supervision Received

Work is performed under the general supervision of the city manager, or senior level director as assigned by city manager.

Supervisory Responsibilities

The position may exercise direct and indirect supervision of technical and clerical personnel assigned to or performing subordinate human resources-related tasks. Guidance is provided via ordinance, human resource policies, union contracts, state statutes, federal laws and guidelines, and other related governmental agencies. The Human Resources Officer works independently within the overall framework and policies as determined by the city manager.

Responsibilities

The Human Resources Officer implements the city's compensation and classification plan and participates in or initiates the development of pay scales and schedules, position descriptions, employee evaluations and performance development plans. The Human Resources Officer maintains responsibility for or assists with all disciplinary issues (compiling information, interviews and documentation; attendance at pre-disciplinary hearings; providing training and advice to all departments in the requirements, provisions, and techniques for investigations, documentation, processes and policies).

In conjunction with the city's finance department and any third party administrator, manages and develops employee benefit programs including health, dental, vision and life insurance, and worker's compensation. Ensures employees are appropriately informed of the elements of the city's benefit package through new employee orientations, informational meetings, training sessions, and correspondence.

In addition to the essential functions identified above, the Human Resources Officer also performs the following functions:

- Works collaboratively with department directors to develop strategic and action plans in the area of human resources management to assist in achieving departmental and cross-departmental goals and objectives.
- Provides technical human resource advice to department directors, supervisors and employees (i.e. interprets laws and rules, explains policies and procedures, resolves controversial and complex personnel issues, advises and coaches during disciplinary situations).
- Receives employee concerns relating to city policies including harassment and discrimination, refers to appropriate forum and/or initiates investigations.
- Maintains up-to-date knowledge of the human resources field, including legal and legislative changes, as well as general human resources management issues. Attends seminars, conferences and meetings with professional groups and legal counsel in order to stay current and maintain certifications, as applicable.
- Manages pre-employment, random, CDL, and post-accident incident and injury drug testing programs.
- In cooperation with department directors, administers and performs employment recruitment, selection, and testing related duties including but not limited to job description preparation, advertising, review of resumes, conducting screening and background checks, contacting candidates, developing questions, contacting references, upon approval of the city manager making final offer to candidates, conducting "new hire" orientation and personnel records maintenance.
- Administers and trains staff on FMLA and COBRA benefits, policies and required documentation. Performs the responsibilities of Privacy Official for HIPAA guidelines (develops and implements HIPAA's privacy rules as applicable; maintains and ensures confidentiality of all medical information; develops and trains supervisors and staff regarding conversations and documentation of private medical information; publishes and distributes privacy notice and serves as the designated decision maker for issues and questions involving interpretation of the privacy rules).

- Trains management employees in contract management; interprets union contract language; monitors compliance with contractual provisions; assists other departments in analyzing and responding to union grievances; participates in grievance meetings; coordinates activities relating to interest and/or grievance arbitrations; ensures that collective bargaining agreements are in accordance with overall mission and budget; confers with operating departments throughout the negotiation process in order to ensure that agreements do not conflict with departmental needs, are enforceable and manageable; maintains original signed union contracts and distributes to members.
- Oversees updates to and develops as necessary personnel policies for the city including updates to the employee policy and procedure manual.
- Ensures pay grades and ranges are competitive in comparable markets, as well as conducts assessments of internal equity.
- Communicates clearly and directly with employees concerning performance expectations, productivity and accountability.
- Ensures appropriate coaching and leadership development for supervisory staff to prevent employee relations problems.
- Coaches and assists supervisors in performance management, such as corrective action measures and appropriate corresponding paperwork/documentation.
- Oversees and monitors the effectiveness of performance management processes, including the annual performance appraisal system.
- Establishes, develops and manages all HR-related training programs; responsible for providing necessary training in-house or by consultants to address training requirements for all aspects of the organization from new-employee orientation to management development to refresher courses in the organization's policies and procedures.
- Manages a professional development program for the city staff, providing for a coherent training and development strategic plan, including all levels of the organization. Assists department directors and supervisors with identifying courses to aid the growth and knowledge of staff.
- Reviews ongoing performance results and identifies employee needs; providing coaching or mentoring partnerships as appropriate.
- Responsibilities may include planning, assigning, and directing work of support staff.
- Coordinates the city's labor/management relations.
- Works with department directors to identify qualified candidates, reviewing job applications/resumes. Schedules and assists in conducting interviews, evaluates candidates for potential hire, performs reference checks, conducts background screenings and coordinates pre-employment testing, including background checks, drug screens and physicals.
- Audits documentation for accuracy, timeliness, and compliance with city, state and federal policies, procedures and regulations.

- Creates and maintains personnel and other necessary files for employees.
- Responds to requests for verification of employment and unemployment compensation inquiries.
- Completes salary surveys and special projects when needed.
- Responds to questions, concerns and complaints of varying sensitivity and complexity in a timely, tactful and effective manner.
- Oversees preparation of data and statistics for various weekly, monthly, quarterly or annual reports/surveys.
- Compiles and prepares correspondence, reports, documents, records, and other related material from source material while using judgment in evaluating validity of data to ensure reporting accuracy; determines layout and format for documents; transmits reports/records to requesting parties.

The position requires regular and predictable attendance and may include other duties as assigned.

Education and/or Experience

Bachelor's degree in a related field from an accredited four-year college or university is required. A Master's degree with course work in human resources management, public administration or similar field preferred. Five (5) years of human resources management experience, three (3) of which are in a management or leadership role in an organization of similar or larger size with responsibility for functional and strategic leadership of human resources. Public sector experience and project management experience a plus.

Certifications and Licenses

IPMA-CP, PHR/SPHR or SHRM-CP/SHRP-SCP certification desired.

Minimum Qualifications

In addition to the education and experience qualifications identified above, the Human Resources Officer possesses the following knowledge, skills, abilities and attributes:

This position requires high-level technical and professional competency with a thorough knowledge of policies and best practices involved in personnel/human resources functions. The Human Resources Officer is very approachable and establishes and maintains collaborative working relationships with all city staff and union organizations and meets with personnel to stay informed of events and issues, focusing on problem identification and resolution, information exchange and joint cooperation.

The incumbent in this position must have experience and broad knowledge in the areas of employment, compensation, organizational planning, employee relations, leadership, training/development with well-developed management and administrative skills and experience in planning, organizing, directing and conducting the administrative and management functions of public sector human resources.

Excellent verbal and written communication skills. Skill in listening to others, identifying real issues and responding to a variety of situations requiring emotional maturity, confidentiality and trust building. Ability to maintain confidential information in a mature and responsible manner. Excellent problem solving skills with the ability to provide creative resolutions to human resources issues and to organizational issues.

Proficiency with MS Office programs and ability to familiarize and adapt to other HR software applications.

Knowledge of FLSA regulations, FMLA, COBRA, ADA, EEOC, HIPAA requirements and all labor laws.

Knowledge of workers compensation requirements, health and safety rules and regulations.

Summary

The Human Resources Officer has well developed speaking and writing skills and significant knowledge in the area of human resources. The Human Resources Officer demonstrates proficiency in teamwork, strategic thinking and is willing to occupy a highly visible position in the organization. Extensive leeway is granted for the exercise of independent judgment and initiative while the Human Resources Officer takes a collaborative leadership role in and works closely with all other department directors to achieve the goals and objectives of the city and in identifying, evaluating and resolving human resources issues, facilitating communications, and improving employee skills and work performance. Customer service orientation is a must.

The Human Resources Officer is an independently motivated, self-confident, innovative, visionary individual. He/she takes a positive, collaborative approach to problem solving with a proven commitment to serving the staff. This innovative team member will have solid presentation skills along with the ability to establish and develop positive working relationships with members of the city's leadership team, and all other city staff, in order to support a high level of organizational performance.

The ideal Human Resources Officer is a hands-on, collaborative leader and big picture thinker who is committed to implementing best practices in human resources with the capacity to build and maintain successful working relationships with city staff and to perform effectively in a culture marked by high expectations.

This position description contains the essential functions for purposes of 42 USC 12101. However, it is not intended to be the only duties and responsibilities to be performed by the position incumbent. The City retains the right to modify the duties and responsibilities of this position at any time.

The City of New Albany does not unlawfully discriminate on the basis of race, color, national origin, ancestry, sex, religion, military/veteran status, age, disability, or genetic information in employment.

February 6, 2017