

HUMAN RESOURCES SUPPORT SERVICES MANAGER

| Class Code | OT Status | EEO Category | Represented Status | Salary Grade | Effective Date | Status | Pages |
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DEFINITION: Under administrative direction, supervises, plans, organizes, directs, and coordinates human resources support services activities for academic and classified employees of the District, provides district-wide consultation and technical direction in the areas of training and staff development, recruitment and selection, classification, and benefits administration. Provides direct supervision over assigned professional and administrative support staff, and performs other related duties as required.

DISTINGUISHING CHARACTERISTICS: The Human Resources Support Services Manager has responsibility for the human resources support services functions and personnel of the District, and provides technical and administrative direction in the areas of responsibility.

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

- Manages, directs and organizes the training and staff development, recruitment and selection, classification, and benefits administration functions of the Human Resources Department;
- Manages the development and administration of employee appraisal and recognition programs;
- Participates in collective bargaining activities by serving as a subject matter expert;
- Assists in managing the District's equal employment opportunity and diversity outreach efforts;
- Presents written and oral reports on a wide variety of human resource issues, policies, procedures, local, state, and federal laws, rules and regulations, etc.;
- Consults with all levels of District staff and union representatives on human resources issues;
- Assists in the preparation and administration of the departmental budget;
- Administers collective bargaining agreements;
- 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;
- Develops and implements policies and procedures;
- Prepare various highly complex reports on operations and activities;
- Oversees or coordinates appropriate staff training;
- 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;
- Works effectively with employee organizations on various issues and programs;
- Answers questions and provides information to the public and internal customers;
- 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.

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MINIMUM QUALIFICATIONS:

Knowledge Of: Principles, policies and practices of personnel administration as it relates to supervision, training, leadership, team building, motivation and conflict resolution, recruitment, testing and selection, and benefits administration; business report writing; pertinent local, state and federal laws, rules and regulations; statistical methods as applied to human resources activities; modern office systems and personnel software.

Ability To: Manage and direct the work of technical/professional and clerical staff performing training and staff development, recruitment and selection, and benefits administration 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 human resources management, business administration, public administration, labor relations or a related field.

Experience: Equivalent to five years human resources experience with at least three years in staff development, recruitment/selection, or benefits administration in a large and complex organization. At least two years of experience supervising staff or serving in a lead capacity.

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