

Deputy Chief Human Resources Officer

Job Code
002081

Job Profile Summary

Under direction of the Director of Human Resources, incumbent serves as part of the HR leadership team tasked with policy development, strategic planning, coordination and resource allocation necessary to support the City's Human Resources mission, vision and goals. Directs employee training and development; HRIS functions; and, employee relations functions. Assists with development of business practices, department metrics, performance measures, policies and procedures. Advises and make recommendations to the HR Director, elected officials and department directors on strategic organizational and human resource issues. Provides technical assistance and consultation, as needed, to department management, agency directors, supervisors and employees regarding human resource rules, policies, principles, business practices and procedures. Serves as acting director in the absence of the Human Resources Director.

Job Description

TYPICAL DUTIES:

- Develops, directs, and/or evaluates assigned programs. Coordinates program activities, services, and/or program implementation with private providers, other governmental entities, program users, etc.
- Reviews policies, procedures and methods used to deliver human resources services and achievement of department goals; formulates, recommends and/or implements actions for program improvement.
- Oversees effective assessment of needs development and citywide training programs that link learning with job performance and organizational goals. Ensures training efforts effectively serve the City's strategic direction, including employee & leadership development and other relevant solution-oriented programs.
- Assigns and reviews the work of the HR Office Manager. Directs general day-to-day operational needs and delivery of excellent customer service.
- Assigns and reviews the work of the Training Consultant. Provides guidance on the development and delivery of innovative employee learning solutions. Tracks and measures the overall effectiveness of training initiatives for City employees.
- Assigns and reviews the work of the HRIS Consultant. Manages strategy and directs HR operations needed to implement technology solutions and overall process improvements and operational efficiencies.
- Provides advice and oversight, as needed, on management of employee relations issues, including: employee coaching and discipline; performance management; employee assistance; and conflict resolution.
- Serves as a customer liaison between Human Resources and all customer agencies. Conducts assessments, as necessary, to determine if the Department is meeting customer needs, providing excellent service; anticipates and prepares for upcoming trends and business needs.
- Recommends, advocates and/or implements, new and/or changes to existing, policies and procedures, laws or regulations. Develops or modifies rules, policies, or standards, etc. Reviews
- proposed ordinances and state legislation to determine impact on city operations. Gives recommendations regarding implementation of passed city ordinances and legislation.

- Facilitates/Chairs work groups, teams, and/or meetings. Creates a positive environment, evaluates group processes, recommends solutions or alternatives, etc.
- Assists in preparation and monitoring of the department's annual budget.
- Serves on various boards, councils, committees, or task forces, as assigned, to coordinate department activities and facilitate department goals and initiatives.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Human Resource Management, Business Administration, Public Administration or closely related field plus eight or more years of progressively responsible professional experience, including at least two years of supervisory or management experience, in human resources. Directly related work experience may be substituted for education on a year-for-year basis. A master's degree in a related field or Professional in Human Resources (PHR) certification may be substituted for up to two years of experience (excluding supervision or management).
- Advanced knowledge and ability to apply advanced human resource management principles, practices, methods; knowledge of current human resource trends, best practices, and techniques.
- Strong human relations and leadership skills.
- Effective oral and written communication skills; excellent interpersonal skills.
- Ability to resolve highly complex issues; develop and communicate new policies and procedures.
- Ability to work effectively with individuals from diverse backgrounds and at various levels of the organization.
- Ability to establish and maintain effective professional working relationships with elected officials, department heads, employees or other agencies.

DESIRED QUALIFICATIONS:

- Master's degree in Human Resources or Public Administration is preferred.

WORKING CONDITIONS:

- Generally comfortable working conditions requiring light physical effort. Intermittent sitting, standing and walking. May require frequent travel between office and department or meeting location.
- Considerable exposure to stress as a result of human behavior and job requirements.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.