

## **HUMAN RESOURCES MANAGER I/II**

### **Definition:**

Under general supervision manages, plans, oversees and participates in major functions and activities of the Human Resources Department, including recruitment and selection, classification and compensation, employee benefit administration, worker's compensation program administration, general liability, safety, property and general insurance administration, loss control, and employee development activities; to provide information and assistance to City employees and the general public regarding human resources activities, policies and procedures; provides highly responsible and professional assistance to the Director of Human Resources; analyzes data and makes recommendations and performs related work as required.

### **Class Titles**

**Human Resources Manager I**  
**Human Resources Manager II**

### **Essential Duties and Responsibilities:**

Depending on the area assigned, the responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Manages the liability claims program.

Manages Third Party Administrator (TPA) contracts and monitors performance standards.

Plans, organizes and manages a wide range of recruitment and selection program activities to include test development and administration.

Manages and monitors the classification and compensation program and makes recommendations regarding classification placement and compensation levels.

Manages the administration of employee group health and welfare benefits and retirement plans including reviewing contracts of benefit providers and participating in rate evaluations.

Analyzes and interprets benefit contract provisions, service schedules and plan options.

Serves as liaison between insurance/benefit providers and City employees/retirees to resolve complex claims, membership and other issues.

Serves as a liaison between CalPERS and covered employees.

Manages the workers' compensation program.

Plans, develops, implements and administers the disability accommodation compliance program for the city.

Supervises or participates in the investigation of property, liability and worker's compensation claims; evaluates the extent of City liability and estimates the settlement value of claims.

Reviews insurance needs and makes recommendations for appropriate levels of coverage.

Recommends insurance carriers/administrators; assists in the preparation of specifications for the purchase of insurance and review of insurance policies to determine applicability and procedure requirements for claims; participates in the negotiation of policy terms.

Interacts with insurance adjusters, legal counsel, underwriters and vendors to ensure the appropriate level of City response to issues.

Conducts request for proposals for various risk management contracted services and consultants and makes appropriate recommendations.

Coordinates the City's safety and loss control program.

Conducts Equal Employment Opportunity (EEO), Department of Fair Employment and Housing (DFEH), harassment and other investigations, recommends resolution of complaints and allegations and responds to EEO and DFEH complaints.

Counsels and advises departments on employee relations practices and techniques and disciplinary matters; prepares or edits various notices and related correspondence for labor attorney review including notices of due process, notices of findings, letters of discipline and separation agreements.

Develops/coordinates a variety of employee development and recognition programs.

In addition to the above the responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Supervises, trains and evaluates assigned staff.

Represents the City in administrative hearings or other proceedings ; may testify in legal proceedings.

Counsels employees and represents management in sensitive and confidential personnel matters.

Develops, implements and monitors goals, objectives, policies and the budget for assigned division(s).

Implements terms and conditions of labor agreement changes as they are established; provides City staff with an accurate and consistent interpretation of the labor agreement provisions and human resources policies and procedures.

Monitors changes and analyzes and interprets state and federal legislation and regulations regarding employment practices; makes recommendations and implements changes.

Prepares agenda letters and presents same to the City Council.

Assists in the development of related programs, policies and procedures.

Directs and/or participates in the preparation of correspondence and writes comprehensive reports.

Compiles, analyzes and interprets complex data and makes recommendations.

Responds to questions from the public and staff regarding human resources and/or risk management rules or related items and provides records/information as appropriate.

Attends a variety of meetings, represents the City and/or the department and makes oral and written presentations.

May participate in labor negotiations as part of the management negotiation team.

Coordinates City Medical Advisory Committee meetings.

Provides a variety of assistance to other Human Resources staff members and to related departmental projects/activities.

Operates a personal computer and uses applicable software.

Drives a vehicle on City business.

**Other Duties and Responsibilities:**

Performs other projects/tasks as assigned.

Lifts and moves boxes of files and records weighing 30 pounds or less.

**Class Characteristics:**

Human Resources Manager I/II is a multi-incumbent, confidential, class in the Human Resources Department. The Human Resources Manager I is responsible for conducting analysis of issues and data to support and provide input into programs and policy decision-making; developing, establishing and implementing procedures; managing a

claims program or a department-wide function or projects; supervising/managing other staff and/or directing the efforts of staff who are not direct reports, and outside contractors such as third party administrators and insurance brokers.

The Human Resources Manager II is distinguished from the Human Resources Manager I by its broader scope of responsibility including managing a division or a department wide function and giving direction to staff; supervising or managing others, including managers; making program and policy recommendations to the Director of Human Resources and City executive team; leading departmentwide and Citywide projects/assignments; as assigned, serving as the administrator of the City's equal employment and affirmative action programs; having a significant level of discretion and accountability in program decisions and work to be accomplished including changing priorities for subordinate staff within the scope of assignment.

**Contacts and Relationships:**

The Human Resources Manager I/II has continuing contact with all members of City staff to include department and division heads and the City Manager. Additional contact will occur with City Council, representatives from other cities, City attorney and special legal counsel, various public and private representatives, employee group representatives, City employees, applicants and the public.

**Qualification Guidelines:**

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

**Knowledge of:**

Principles and practices of public personnel administration, organization and management including methods and techniques used in recruitment and selection, classification administration, salary and benefit administration, workers' compensation administration, employee benefits, claims practices, complaint investigation, and training related to area assigned.

Applicable federal, state and local laws, codes and regulations related to area assigned.

Effective supervisory and management techniques to include budget preparation and management.

Municipal government structure and current trends in public administration.

Negotiating, conflict resolution, counseling and interviewing techniques.

Techniques and methods of research, analysis and report writing.

Customer service techniques.

Computer applications as they relate to area assigned.

English usage, spelling, grammar and punctuation.

**AND**

**Ability to:**

Plan and manage a division within the Human Resources Department.

Conduct independent, difficult and professional research and analysis and use independent judgment and initiative.

Interpret and apply laws, regulations, policies and procedures related to area assigned.

Compose correspondence and prepare clear and comprehensive reports.

Initiate and carry out required procedural assignments, perform difficult research and analysis and use independent judgment and initiative.

Communicate effectively orally and in writing and make oral presentations to groups.

Organize and conduct meetings.

Maintain the confidentiality of sensitive data.

Train, supervise and evaluate the work of assigned employees.

Handle multiple deadlines and multiple projects.

Establish and maintain effective relationships with those contacted in the course of work.

Interact effectively with others in the workplace.

Meets and serves the public with professionalism, courtesy and tact.

Handle job stress and maintain composure in public settings.

Operate a personal computer and use applicable software.

**A typical way to obtain the knowledge and abilities is as follows:**

**Education:**

A bachelor's degree from an accredited college or university in human resources, public administration, business administration or a closely related field.

**AND**

**Experience:**

Five years of progressively responsible experience as a public sector human resources generalist to include one year of supervisory experience.

**Special Requirements Include:**

Valid and appropriate California Driver License and acceptable driving record at time of appointment and throughout employment in this position. Employees in this classification will be enrolled in the Department of Motor Vehicles Government Employer Pull Notice Program.

The City of Fullerton's Conflict of Interest Code requires that the Human Resources Manager I/II file financial disclosure statements in accordance with state and local laws.

Must be able to work flexible and extended hours to accommodate City needs.

Per California Government Code §§3100 – 3109, all public employees are declared to be disaster service workers and must take and subscribe to the oath or affirmation as required.

**Other:**

A related graduate degree or completion of some graduate level course work is preferred but not required.

Depending on area assigned, certification as an Associate in Risk Management from the Insurance Industry of America and/or possession of a Workers' Compensation Certificate issued by the Insurance Education Association is preferred but not required.

**Physical Tasks and Working Conditions Include the Following:**

Work is performed primarily in an office environment. Some work is performed on-site observing physical ability testing and/or employee duties/activities both in office and field settings. Office work requires sitting for periods of time and the use of a computer keyboard and screen. When performing on-site work an incumbent may stand and walk on slippery/uneven surfaces or slopes. An incumbent drives a vehicle on City business and may bend, twist, reach, grasp, lift, push, pull and drag boxes of files and records weighing 30 pounds or less and must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

**Fair Labor Standards Act Designation:** Exempt.

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