

## **DIRECTOR, HUMAN RESOURCES OPERATIONS AND EMPLOYEE SERVICES**

### **DEFINITION**

Under the direction of the Vice President of Human Resources, plans, organizes, oversees, coordinates, and reviews work related to Human Resources Information Systems (HRIS) Banner, classification and compensation, and the college fringe benefits program. This position is responsible for the analysis, input, and upload of processes for employment data into Banner, ensuring accuracy of data and reconciliation of information. This position also oversees and prepares accurate and timely reports and audits of the HRIS system, and serves as the department consultant with respect to providing support for training on the HRIS system for Human Resources (HR) internal staff, external units, and employee self-service applications. The Director, Human Resources Operations and Employee Services will also serve as the HR Management Representative in the College Classification and Reclassification committees and serve as Co-Chair the College's Fringe Benefits Insurance Committee. This position is overtime exempt.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Vice President, Human Resources. Exercises general and direct supervision over professional, technical, and administrative support staff.

### **CLASS CHARACTERISTICS**

This is a management level classification in the HR Division. The incumbent oversees, directs, and participates in major activities and programs of the HR Division and is responsible for providing professional-level support to the Vice President, Human Resources in a variety of areas. Responsibilities include performing and directing many of the division's day-to-day administrative functions and assisting in short- and long-term planning, development, and administration. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work with that of other College divisions, departments, and other organizations. This class is distinguished from the Vice President, Human Resources in that the latter has overall responsibility for all human resources and employee relations programs, functions, and activities, and for developing, implementing, and interpreting public policy.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)**

1. Directs College-wide HR operations, activities, and support services involved in the HRIS Banner, classification, compensation, and College fringe benefits program
2. Serve as department consultant on the HRIS system with Information Technology Department (e.g., system patches and upgrades, reporting), including technical consultation, problem solving, and support, and establish a working relationship with Payroll (e.g., ensure the smooth flow of documentation and timely salary for contractual payments, coordinate resolution of payroll problems, salary adjustments, account and Full Time Equivalent changes, and transfers), and Finance (e.g., position control).
3. Provides support for training on the HRIS system for HR internal staff, external units, and employee self-service applications; on a regular basis, produce audit report of changes/updates/additions to the Banner system for payroll; compare reports produced to the spreadsheets to ensure that employees are receiving the proper pay, adjustments, and one time payments, as necessary.
4. Manages the process, reviews and tracks faculty and staff personnel transactions, including hiring, termination, retirement, employee status changes, special compensation, and special contract assignments.
5. Manages and creates reports to audit data input and follow up on issues found in data audits; designs and creates timely and accurate reports including routine and ad hoc reports from the HRIS database;

- downloads files into a PC-based system for manipulation and/or analysis.
6. Acts as Co-Chair on the College's Fringe Benefits Insurance Committee; confers with benefits brokers, Joints Power Authority, insurance carriers, claims adjusters, and providers of medical services in the development and administration of the College's fringe benefits and/or other insurance programs including coverage, premiums, claims processing, fees and plan requirements.
  7. Acts as the College's liaison to provide technical assistance with limited authority to negotiate and accept program changes to the State's retirement systems (PERS and STRS).
  8. Participates in the Classification and Reclassification committees; assist with conducting classification studies for new and existing classifications; assists with reviewing and preparing new or modified class specifications; assists with recommending the classification of new or modified positions; assists with designing and conducting salary surveys; recommends salary placement for new or existing classifications; maintains electronic copies of job descriptions; ensures up-to-date copies are posted on the HR website.
  9. Supervises, coaches, develops, and evaluates assigned staff; assigns, coordinates, and reviews work to assure the delivery of high quality services and programs in support of the College.
  10. Provides information and analysis in support of labor negotiations and may serve on negotiation teams. Evaluates both the fiscal and operational impact of current collective bargaining agreement provisions and proposals.
  11. Prepares and delivers oral presentations concerning HR operations, activities, needs, and issues to managers, faculty, and staff.
  12. Provides "hands on" problem solving of day-to-day issues and projects, and assist on project teams.
  13. Provides a working and learning environment that is free from prohibited discrimination, harassment and retaliation (DHR), and provided by applicable law and College policies. Attends College mandated DHR training and participates in DHR investigations as directed. Assist in providing information and resources to individuals who bring forward DHR complaints and reporting possible DHR complaints to the Director, Equal Employment Opportunity Programs in Human Resources and other appropriate authority as necessary.
  14. Performs other related duties as necessary.

## **QUALIFICATIONS**

### **Knowledge of:**

1. HR programs and practices in the areas for HRIS Banner, classification and compensation, employee benefits, and records management.
2. Processes for employment data entry into HRIS, auditing of data and reconciliation of information.
3. Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
4. Fringe benefits and/or other insurance programs including coverage, premiums, claims processing, fees, and plan requirements.
5. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
6. Collective Bargaining Agreements and contractual, legal, and regulatory information, policies, and procedures, provides guidance to administrators, staff, and faculty regarding HR related issues, policies, and practices.
7. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
8. Modern office practices, methods, and computer equipment and applications related to the work.
9. English usage, grammar, spelling, vocabulary, and punctuation.
10. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

**Skills & Abilities to:**

1. Assist in developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
2. Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
3. Plan, organize, direct, and coordinate the work of supervisory, professional, and technical personnel.
4. Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
5. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
6. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
7. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
8. Establish and maintain a variety of filing, record keeping, and tracking systems.
9. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
10. Operate modern office equipment including computer equipment and specialized software applications programs.
11. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
12. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to baccalaureate degree from a regionally accredited college or university with major coursework in human resources, organizational psychology, public or business administration, or a related field and five (5) years of **progressive** human resources experience, including supervisory experience and HRIS Systems experience (e.g., ADP, Datatel, Taleo, PeopleSoft, Lawson, Banner, etc.).

**Preferred Qualifications:**

1. Master's degree in human resources, organizational psychology, business or public administration, or a related field;
2. Experience in HRIS Banner;
3. Experience in classification, compensation, and fringe benefits in higher education.

**Licenses and Certifications:**

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various College and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file

information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

**ENVIRONMENTAL ELEMENTS**

Incumbents work in an office environment is exposed to loud noise levels, cold temperatures, dust and allergens. Incumbents may interact with staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies.