

DIRECTOR, HUMAN RESOURCES OPERATIONS AND EMPLOYEE SERVICES

DEFINITION

Under the direction of the Vice President of Human Resources, and as a member of an integrated management team consisting of the Vice President, Human Resources, the Director, Equal Employment Opportunity Programs, and the Manager, Professional Development and Employee Engagement, directs the delivery of College-wide human resources activities and support services in such areas as recruitment and selection, classification and compensation, performance management, and benefits administration of both classified and academic employees. Works collaboratively with College administrators, faculty, and staff to develop effective processes and practices. Collaborates with college departments such as Finance, Payroll, and Information Technology to ensure consistency and cohesion across the organization and to streamline human resources processes and transactions. Provides information and analysis in support of labor negotiations and may serve on negotiation teams. Develops and provides training to the College community on various Human Resources programs and services. Supervises, coaches, and develops a highly effective team of service oriented staff. Supports the academic mission and goals of the College through providing support for the recruitment, hiring, and retention of well qualified and engaged faculty, staff, and administrators.

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

The incumbent oversees, directs, and participates in major activities and programs of the Human Resources 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 District 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)

- Directs College-wide human resources operations, activities, and support services involved in the processing, recruitment, screening, selection, orientation, classification, development, evaluation, and compensation of classified and academic College employees; establish and maintain related time lines and priorities; assure related activities comply with applicable standards, requirements, laws, codes, rules, regulations, policies and procedures.
- Develops, implements, and improves policies, procedures, programs, processes, and services on an ongoing basis that enhance the financial effectiveness and operational

efficiency of Human Resources operations and activities; develops, implements, and utilizes measures and methodology for determining the effectiveness of human resources, programs and services.

- Provides consultation and technical expertise concerning human resources operations and activities; respond to inquiries, resolve issues and conflicts and provide detailed and technical information and assure proper and timely resolution of related issues, conflicts and discrepancies to managers, staff, the public and others as necessary.
- Interprets and applies Collective Bargaining Agreements and contractual, legal and regulatory information, policies, and procedures, provides guidance to administrators, staff and faculty regarding human resources related issues, policies and practices.
- 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.
- Maintains current knowledge of laws, codes, regulations, and pending legislation related to human resources activities; modify programs, functions and procedures to assure compliance with local, state and federal requirements as appropriate.
- Operates a variety of office equipment including a computer and assigned software; drive a vehicle to conduct work; oversees and participates in the development and maintenance of the human resources database including electronic employee records and files.
- 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.
- Provides “hands on” problem solving of day-to-day issues and projects, and assist on project teams.
- Prepares and delivers oral presentations concerning human resources operations, activities, needs and issues to managers, faculty, and staff.
- Recognizes and reports incidents of harassment and discrimination; the existence of a hostile, offensive or intimidating work environment, and acts of retaliation to the Director of Equal Employment Opportunity Programs in the Office of Human Resources.
- Performs other related duties as necessary.

QUALIFICATIONS

Knowledge of:

- Human resources programs and practices in the areas for recruitment, new hire processing, classification and compensation, employee relations, and records management.
- Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of comprehensive human resources program development, implementation, and management in a municipal setting.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.

- 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:

- Assist in developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of supervisory, professional, and technical personnel.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- 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.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- 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 management, public or business administration, or a related field and five (5) years of experience in human resources administration, including three (3) years of supervisory experience.

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 District 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. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.