ASHEVILLE, NORTH CAROLINA

Classification Specification

Manager, Human Resources
Job Code: 3540
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to manage staff involved in, and participate in, the provision of professional human resources support in one of the following functional areas: talent acquisition and retention, employee engagement, human resource policy, research and development.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and

provide technical expertise; provides progress and activity reports to department director and City administrators; and updates and maintains department standard operating procedure manuals.

Participates in the Human Resources Department leadership team: provides recommendations and/or leadership related to planning, process improvement, and other department-wide initiatives to department director; and provides professional support for City-wide human resources and organizational development initiatives.

Manages the planning, implementation, and improvement of City organizational development initiatives in functional area of assignment, which may include the following: talent recruitment and retention; organizational culture; employee engagement; department communications; employee recognition; talent and professional development efforts; facilitating workshops, classes and programs; human resource policy, research and development; document management; or other functional area as assigned.

Manages and participates in evaluation of current processes, operations issues for functional area of assignment: conducts gap analysis; evaluates current processes; develops solutions and implementation strategies to address gaps; and develops and implements guidelines and communications for new processes.

Provides strategic and operational consultation for department directors, leaders, and supervisors regarding workforce planning, talent development, organizational structure, performance leadership, employee relations and discipline, employee return to work, etc.; conducts employment-related investigations; summarizes findings and conclusions; provides recommendations; assists employees resolve work-related questions and concerns; and assists in identifying solutions and preparing corrective actions, as needed.

Serves as staff liaison to Civil Service Board: coordinates board elections; schedules and attends board meetings and grievance hearings; oversees production of minutes and other board documents; consults with employees and supervisors regarding grievance process; provides information and answers questions for employees; assists in preparing documents and gathering information for grievances; may conduct employment-related investigations; assists employees resolve work-related questions and concerns; and coordinates with board and City legal staff, as needed.

Maintains a current, comprehensive knowledge and awareness of applicable laws, regulations, principles, trends, and practices relating to functional area of assignment; reads professional literature; maintains professional affiliations; and attends meetings, workshops, conferences, and training sessions as required.

Communicates with City administrators and elected officials, supervisor, subordinates, other City employees, third party service contractors, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, time sheets, standard operating procedures, HR policies and procedures, Civil Service Board documents, drafts of correspondence, public records requests, job postings, offer letters, personal action forms, employee documents, employee relations reports, corrective action documents, training materials, contracts, change orders, staff reports, disciplinary memos, professional development calendars and catalogues, investigation summaries, policy drafts, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Human Resources, Organizational Management, Public Administration, or a related field required; supplemented by seven years of progressively responsible experience in functional area of assignment, to include lead or supervisory experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license. Must possess and maintain one or more of the following certifications: International Public Management Association for Human Resources Senior Certified Professional (IPMA-SCP), Senior Professional in Human Resources (SPHR), Society for Human Resource Management Senior Certified Professional (SHRM-SCP) or similar certification.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving broader aspects of organizational programs and operations, moderately unstable situations, or the direction, control and planning of an entire program or set of programs.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.