

# **SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION**

**TITLE: HUMAN RESOURCES COORDINATOR**

**DATE: 1/20/2015**

**JOB CODE: 31710**

**FLSA STATUS: EXEMPT**

**UNIT REPRESENTATION: CONFIDENTIAL**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

## **DUTIES SUMMARY**

Under general direction, to assist in managing the Department's Human Resources Program (s); to supervise, assign, review, and participate in the work of staff responsible for the development and administration of human resources programs including recruitment, performance management, employee relations, benefits administration, labor relations, training and development, and compensation and classification analysis; ensure compliance with terms of Memoranda of Understanding (MOUs) and human resources policies and procedures; perform the most technical, complex, and confidential tasks relative to assigned areas of responsibility; act in the absence of HR management; and perform related duties as required.

## **DISTINGUISHING CHARACTERISTICS**

This is the supervisory/managerial level class in the Human Resources series. Work involves responsibility for the application of professional knowledge and skills in various human resources programs and issues. This class is distinguished from the Human Resources Analyst by overall responsibility, under the direction of the Deputy General Manager, for the program; for providing human resources expertise in an advisory role to supervisory and management staff; for performing difficult and complex work involving research, analysis, and the preparation of sound recommendations at a policy level; and by the supervision of assigned professional, technical, and administrative staff. The incumbent in this class is expected to use sound independent judgment and frequently and independently carry out general administrative assignments.

## **EXAMPLES OF DUTIES**

*The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:*

- Provide courteous and expeditious customer service to the general public and City Department staff;
- Routinely adhere to and maintain a positive attitude toward City and Department goals;
- Plan, direct, coordinate, and review work of assigned staff; assign work activities and projects; monitor work flow; review and evaluate work products, methods, and procedures, meet with staff to identify and resolve problems;

- Supervise and participate in the maintenance of the Department's classification and compensation plan; develop and implement classification and compensation plan maintenance strategies and procedures; develop and implement classification and compensation recommendations; ensure compliance with rules, regulations, and memoranda of understanding;
- Supervise and participate in compensation analyses; oversee and participate in compensation data collection; respond to survey requests from other agencies; ensure the accuracy of all data analysis;
- Supervise and participate in job analysis of Department positions for purposes of classification and compensation level review; review and analyze job analysis questionnaires and other documents; conduct employee interviews and audit work methods, procedures, and products;
- Administer the Department's Fair Labor Standards Act designations of exempt and non-exempt positions;
- Investigate employee's EEO complaints including interviewing witnesses, gathering facts and evidence, reviewing records, analyzing data, making determinations, and preparing reports;
- Receive inquiries from EEOC and DFEH regarding complaints filed with those agencies; coordinate the response process;
- Consult with, advise, and make recommendations to Department staff on Human Resource management problems; research and analyze a variety of organizational issues and recommend appropriate action. Provide advice on the interpretation and application of personnel policies and procedures;
- Oversee and/or conduct training programs and activities; oversee implementation of training programs;
- Advise divisions on disciplinary actions, recommend appropriate level of discipline, and prepare notices and orders of action based on prescribed legal parameters and Department policies;
- Attend and participate in pre-disciplinary meetings, grievance hearings, arbitrations;
- Prepare and/or assist in the preparation of disciplinary documents, grievance responses, settlement agreements, and letters of understanding;
- Screen and recommend requests for classification actions;
- Assist HR staff in recruitment activities as required; serve as liaison with division staff on employment/classification issues;
- Supervise a centralized personnel function and assigned staff as required monitor work performance evaluations, separation reports, variable entrance requests, placement or removal of names on eligibility lists, and unusual appointments;
- Participate in the selection of human resources staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures;
- Participate in the preparation and administration of the human resources section budget; submit budget recommendations, monitor expenditures;
- Participate in the negotiation process; serve as a liaison to management during negotiations; initiate and participate in discussions and meetings facilitate communications between management, association representatives, and employees to resolve issues;

- Oversee and/or conduct investigations of employee relations issues and recommend appropriate actions to address and resolve such issues; review collective bargaining agreements, precedents, laws, and regulations to formulate Department's position on issues; make recommendations to management on conflict resolution;
- Oversee the administration of the performance management program, including training, forms management, enforcement, guidance on performance issues, and performance improvement plans;
- Oversee the administration of Leaves of Absence and disability programs;
- Identify training needs and plan training programs related to supervisory techniques, orientation and other human resources areas; develop training curricula, write course outlines, and prepare training materials; conduct training programs or recommend speakers;
- Receive employees' complaints and take appropriate action to resolve the problem; meet with employees' organization representatives to clarify departmental policies and procedures and to provide information as necessary; advise the Deputy General Manager and division directors of anticipated human resource problems and recommend solutions;
- Conduct a variety of studies related to compensation and personnel practices, and analyze data; provide cost analyses and projections for economic proposals submitted by employee associations in the bargaining process; respond to a variety of inquiries and surveys conducted by other jurisdictions and organizations;
- Administer the employee benefit plan and related programs including Health and Dental, Family Medical Leave Act, Long Term Disability, and related offerings/programs; communicate benefits information to employees; oversee and conduct open enrollment and implementation of plan changes and additions; counsel with employees on retirement benefits, health and welfare benefits, and employment status;
- Prepare a variety of reports and correspondence for both the Human Resources section and Department;
- Make presentations before Civil Service Board as required; make statements of Departmental position on a variety of personnel and payroll support functions;
- Research and analyzes legislation, case law, and administrative regulations in the field of employee relations and make recommendations to Departmental management regarding their effect and/or implementation;
- Keep abreast of current developments in the Human Resources field, including new techniques for personnel administration, recent court decisions, and applicable pending legislation; as assigned, develop Departmental position on legislative matters;
- Administer Americans with Disabilities Act compliance;
- Provide public and employee information pertaining to employee benefit programs;
- Administer the Employee Assistance Program; Assist with administration of workers' compensation program; coordinate employee service award program;
- Participate in special projects and training as assigned;
- Collect information necessary for City, State and Federal reports; compile data from personnel records;

- Participate in the development of policies and procedures; update/revise policies as necessary; monitor work activities to ensure compliance with established policies and procedures; make recommendations for changes and improvements to existing standards and procedures;
- Participate in the development and implementation of goals and objectives as well as policies and procedures; make recommendations for changes and improvement to existing standards, policies, and procedures; monitor work activities to ensure compliance with established policies and procedures;
- Participate in the preparation of requests for proposals; interview and recommend selection of vendor(s);
- Maintain tracking system of matters in progress and deadlines and expedite their completion;
- Compose resolutions and agenda items for the Board of Water Commissioners;
- Maintain confidential information; routinely adhere to and exercise a high level of confidentiality and diplomacy in dealing with the public, management, supervisors, and employees;

## **QUALIFICATIONS**

*Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:*

### **Knowledge of:**

- Principles of human resources administration including recruitment and selection, benefits administration, employer-employee relations, classification and compensation administration, and related functions;
- Policies, procedures, ordinances, and resolutions governing agency human resources activities, conditions of employment, and/or employee benefits;
- Principles of office organization, methods, procedures and equipment;
- Computer operation skills, including word processing, database programs, and human resources based software application programs;
- English usage, spelling, grammar, and punctuation;
- Basic math;
- Techniques used in the conduct of public employer-employee relations;
- Basic public relations techniques;
- Principles of supervision and training;
- Principles and practices of budget development, administration, and accountability;
- Advanced principles and applications of critical thinking and analysis;
- Methods and techniques of conflict resolution and negotiation;
- Labor law and collective bargaining trends;

- Investigative and analytical techniques, procedures, and requirements;
- Personnel office practices and procedures;
- Accepted personnel record keeping and processing methods.
- Laws affecting employment, including Family Medical Leave Act, Fair Labor Standards Act, the American with Disabilities Act, and Workers' Compensation.

**Ability to:**

- Plan, organize, and implement human resources programs and related activities;
- Understand and interpret policies and procedures and explain them to others;
- Understand, interpret, and apply personnel laws, rules, regulations, standards, and procedures;
- Compile and maintain accurate, concise, and complex records, files, and related information;
- Establish and maintain a variety of personnel and related records requiring confidentiality and security;
- Carry on many simultaneous assignments with close attention to detail, schedules, and deadlines;
- Train, evaluate, select, and recommend advancement or discipline of subordinates;
- Plan and supervise the work of assigned professional, technical, and clerical staff;
- Apply critical thinking and analysis to a broad range of situations;
- Investigate labor/employee relations issues and recommend appropriate actions;
- Interpret and explain MOU and human resources policies and procedures; interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, rules, and regulations;
- Communicate clearly and concisely, orally and in writing;
- Maintain confidentiality in personnel matters and privileged information;
- Assist administrative and professional staff in a wide range of human resources management issues;
- Perform varied word processing and database work;
- Oversee and participate in difficult office/administrative and record keeping duties with a high degree of attention to detail and accuracy, noting discrepancies and inconsistencies in source documents, and detecting/correcting errors;
- Set up and maintain personnel records and complex filing and record keeping systems pertaining to personnel management;
- Understand and carry out oral and written instructions;

- Establish and maintain effective relationships with those contacted in the course of work;
- Effectively plan and implement new regulatory requirements for human resources programs;
- Work under moderate stress conditions;
- Maintain a driving record which meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier.

## **MINIMUM QUALIFICATIONS**

**Education:** Possession of a Bachelor's degree or equivalent number of units of completed college coursework in human resources management, organizational psychology, public or business administration, behavioral science, information systems, or a closely related field.

**Experience:** Two (2) years of public sector human resources experience, or one year with the San Bernardino Municipal Water Department as a Human Resources Analyst; and proficiency at an intermediate level in word processing and database software. Eligible candidates will remain on the eligibility list for six months.

## **NECESSARY SPECIAL REQUIREMENTS**

Possession of a valid Class "C" California driver's license. For out of state applicants, a valid driver's license is required and a valid Class "C" California driver's license must be obtained within ten (10) days of appointment (CA Vehicle Code 12505c).

## **PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS**

Work involves exposure to potential physical harm, hazardous chemicals, and infectious disease. There is frequent need to stand, sit, stoop, walk, and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Incumbents require sufficient mobility to work in an office setting and operate office equipment, transport materials and supplies weighing up to 25 pounds, and to travel to various locations. Must be able to see in the normal visual range with or without correction with vision sufficient to read small print, computer screens and other printed documents. Must be able to hear in the normal audio range with or without correction. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

### **Job Description:**

BOWC Approved: 8/15/2006  
Rev: 1/210/2015

### **Testing Standards:** CS App Review/CS Supp App Review/CS Oral Board

CSB Approved: 3/9/2004