



Job Description for:
Human Resources Manager

Classification:	Human Resources Representative
Division:	Administrative Services
Reports to:	CRESA Director
Supervises:	None. Supervision is not typically a duty of this position; may provide functional supervision to temporary employees or staff on assigned projects

Job Definition

This is an HR generalist position providing the full range of human resources services to CRESA. Human resources services include recruitment and selection, classification, compensation, benefits administration, human resources and supervisory training, labor relations, employee relations and recognition, and other areas as assigned.

Distinguishing Characteristics

This position is distinguished by specific responsibility in all human resources disciplines. A core responsibility is provide the Agency Director and managers expert resources, advice and services on the complex and sensitive personnel assignments and issues.

The HR Manager functions with a high level of autonomy and responsibility, reports to the Director, and works collaboratively with other management personnel. This position participates on the management team, may be assigned functional supervisory responsibility over support and technical staff to accomplish assigned projects.

Essential Job Functions

Incumbent must be able to perform the essential functions of the job with or without reasonable accommodation.

- Administers Agency recruitment and selection processes. Develops or assists in the development of recruitment strategies and materials, selection instruments and techniques, qualifications sought, selection criteria, scoring techniques, participants in the process and serves as a rating participant in some or all elements of the process.
- Conducts classification studies in response to agency or union requests or upon indication of need for review and revision. Interviews or observes incumbents and/or reviews written materials relevant to the study including position questionnaires.
- Determines proper allocation of positions to existing classifications or identifies the need for new classifications or revisions. Prepares classification reports and staff reports which document and justify the recommendations for approval by the appropriate authorities.
- Ensures that the Agency's compensation program is competitive, cost-effective and equitable in relation to internal comparisons, external comparisons and contemporary compensation practices and techniques.
- Develops and conducts salary surveys to determine appropriate market-based compensation. Conducts job evaluations and analysis to resolve internal equity issues and assists in the development and administration of a wide variety of internal pay practices, including step increases, premium pay, pay-for-performance or incentive pay programs and others.
- Responds to market inquiries and surveys about the Agency's classification and compensation programs
- Coordinates Equal Employment Opportunity Plan, including plan and goal development; implementation and oversight of objectives, actions and program monitoring; conducting annual reporting, assessment and staff training.
- Serves as CRESA Safety Coordinator Serves and as agency Public Information Officer
- Serves as liaison for staff and management to the Clark County Benefits Department, which directly administers the Agency's benefits programs
- Manages related programs including employee recognition, new employee orientation, the Employee Assistance Program, and work with work-family issues and related areas such as FMLA and ADA compliance.
- Serves as lead negotiator for the Agency's collective bargaining agreement and participates as a key member on the Labor / Management Committee
- Interprets, administers, and advises manager and employees on labor contract issues
- Represents the Agency in responding to and resolving issue and grievance processes

- Addresses and represents matters before the Public Employment Relations Commission (PERC) and other employment claims, generally at the pre-litigation stage. Works closely with Agency's risk and liability insurance provider on difficult or high level personnel issues.
- Secondary to counsel, serves as the key staff person in arbitration proceedings involving contract interpretation and disciplinary matters
- Works proactively with managers and staff to resolve performance or personnel issues at the lowest level
- Advises Agency managers in a variety of sensitive and legally complex employee relations, performance management, corrective action and progressive discipline issues. Areas of involvement include discrimination and EEO issues, sexual harassment, wage and hour violations, wrongful termination claims and other areas requiring knowledge of employment law and expertise in organizational behavior
- Represents Agency in unemployment insurance and/or workers compensation hearings
- Develops and presents, or facilitates and assists in presenting, a variety of training programs for managers, supervisors and employees on a range of human resource topics including performance management, equal opportunity, diversity, and sexual harassment
- Makes recommendations, provides guidance, and assists managers in determining and interpreting personnel policy and related legal matters.
- Serves as a resource for and advises managers and employees about personnel requirements and changes in employment laws, policies and practices
- Processes and approves personnel actions, forms and reports
- Analyzes legislation and regulations to determine effect on personnel programs and services; completes various government reports.
- Investigates or assists in the investigation of personnel problems or issues
- Performs sensitive and confidential administrative duties for the Agency Director
- Represents the Agency and/or division at meetings as requested; serves on various committees. Provides information and assistance to other departments, outside agencies, and the public on assigned functions. May serve as the departmental liaison and resolve complaints.
- Performs other related tasks and duties as required

Qualifications

Knowledge of:

- Contemporary principles and practices of human resource management including recruitment and selection, job classification, compensation, employee benefits and training.
- Federal and state employment, labor and wage and hour laws
- Principles and techniques of labor relations including contract negotiation, interpretation and administration and grievance handling.
- Laws and techniques governing EEO and affirmative action programs.
- Modern administrative methods and procedures, business correspondence and report preparation
- Application and interpretation of Agency policies and procedures as well as local, state and federal laws and regulations relevant to the program area
- Effective research and record keeping methods and techniques

Ability to:

- Apply critical thinking, problem solving and collaborative approaches to improving personnel services
- Carry out program policy directives in an effective and timely manner
- Analyze situations thoroughly, identify potential problems, and find effective solutions
- Interpret, apply, and explain administrative and departmental policies and procedures
- Establish and maintain positive and professional working relationships with employees, managers, other Agency staff, elected official, other local, state and federal governmental jurisdictions, vendors and the public
- Effectively communicate and express ideas both orally and in writing.
- Apply appropriate independent initiative, discretion, judgment and organizational skills to a variety of projects, assignments and situations.
- Understand and execute complex oral and written instructions. Apply available guidelines, policies or procedures in diverse and sensitive situations.
- Prepare and present written correspondence, reports and materials in clear, correct and comprehensible terms from general notes and concepts.

- The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.
 - Understand and effectively apply the laws, theories principles and techniques of human resource management to organizational needs and situations guide and assist managers in preventing and resolving HR issues and concerns
 - Utilize a range of personal computer resources and applications
 - Verbally communicate effectively in a variety of settings, including sensitive one on one situations and group training or presentations.
- ☼ Candidates and incumbents must have ability to perform the essential functions of this position with or without reasonable accommodation

Experience and Education – Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and ability required to successfully perform the job will be considered. A typical way to obtain the knowledge and abilities would be:

- At least two years of progressively responsible professional human resources experience, spanning multiple human resources disciplines
 - Experience in public sector human resources and in a unionized environment is highly desirable
- Bachelor's degree in human resources, organizational behavior, psychology, public administration or a related field. A Master's degree in a related field is desirable.
- Other qualifications that demonstrate strong decision making skills, excellent interpersonal communication and conflict resolution skills, and ability to successfully assist and advise managers on performance management and employee motivation, correction, training and evaluation
- Candidates must successfully pass pre-employment reference and criminal history checks
- Candidates and incumbents must have ability to perform the essential functions of this position with or without reasonable accommodation

Work Environment (Essential functions)

Work is performed primarily in an office setting. Incumbent works with personal computers, telephones, and other general office equipment that require detailed dexterity. Work involves moderate keyboarding and manual dexterity, and also entails general reaching, stretching, and lifting of standard office supplies and materials, such as paper, binders, and files. Some walking, bending and carrying light items is required.

Physical Demands typically involve, but are not limited to:

Hearing and Speaking:

- Hear, understand and respond to verbal information typically in person or by phone
- Speak clearly and concisely in English to a broad variety of small or large audiences, including verbally presenting information or responding to inquiries at Board meetings, employee training sessions, staff meetings, committee meetings and related
- Hear, understand and respond using telephones, computer presentation and other communications equipment

Seeing and Reading:

- See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communications formats
- See and use all related communications equipment including telephones and computer monitors

Mental acuity and alertness:

- Understand, research and respond to complex legal, medical or otherwise confidential information and instructions, including broad application of Agency directives, policies, procedures, laws, and regulations under varied circumstances
- Handle interpersonal interactions with tact and diplomacy, including responding to employee and citizen complaints, progressive discipline, or corrective action
- Manage and accomplish multiple and competing tasks and priorities in a timely manner and with a high level of accomplishment and accuracy
- Think through all aspects relating to issues or problems internally or externally impacting Agency mission, goals and objectives; identify, recommend and implement solutions
- Balance diverse responsibilities utilizing independent initiative, judgment and discretion

- Be readily available for on-call needs and/or irregular hours in case of emergency situations, including but not limited to activations of the Emergency Coordination Center

Manual dexterity and typing:

- Moderate use of computers, keyboards, office equipment and similar specialized technical and electronic equipment commonly found in an office setting
- Performing other standard tasks requiring general manual dexterity

Physical dexterity:

- Sit, stand or walk as necessary
- Stretch, reach, or lift objects or materials that may be up to 25 pounds in weight

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FLSA Status:	Exempt	Union:	No