SOUTH COAST WATER DISTRICT

HUMAN RESOURCES MANAGER

DEFINITION

This position is located in the Immediate Office of the General Manager. The incumbent plans, oversees, coordinates, and carries out difficult and complex professional and technical duties of the District’s Human Resources Office, including personnel record-keeping, recruitment and testing, classification and compensation, benefits administration, coordination of staff training, third party provider contract administration, employee insurance procurement, and the administration of workers’ compensation insurance; assigns, oversees, and evaluates the work of staff assigned to the Human Resources function; provides highly complex and responsible support to the General Manager and other District management staff in areas of expertise; fosters cooperative working relationships among all departments and with outside and regulatory agencies; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

This position reports to the General Manager. The incumbent supervises assigned staff.

CLASS CHARACTERISTICS

This is a mid-management classification that manages all District human resources activities, including labor relations, affirmative action, recruitment and selection, job analysis and classification, and compensation and benefits administration. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the General Manager in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work.

The incumbent ensures that her/his activities are aligned with and support the South Coast Water District’s policies, mission, vision, core values, core strategies, and annual action items as well as performance measures.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

Duties may include, but are not limited to, the following:

- Plans, manages, and oversees the daily functions, operations, and activities of the Human Resources Office, including the development administration of comprehensive benefits, recruitment and employee relations programs, selecting, training, motivating, and evaluating assigned personnel, meeting with staff to identify and resolve problems, assigning work activities, projects and programs, and monitoring work flow.
- Manages and participates in the development and implementation of goals, objectives, policies and priorities for the office; within District policy, recommends appropriate service and staffing levels; recommends, implements, and administers policies and procedures.
- Develops, implements, and trains personnel in the elements of a comprehensive multi-year Human Capital Plan including detailed plans of action and milestones for use in executing the plan.
- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of human resources programs; identifies opportunities for improvement and recommends to the General Manager.
- Manages and participates in the development and administration of the Human Resources annual budget; directs the forecast of additional funds for staffing, equipment, materials and supplies; monitors and approves expenditures; directs and implements adjustments as necessary.
- Develops and implements recruitment, testing and selection processes; ensures equal employment opportunity for all candidates.
Performs or directs the performance of job analysis and classification studies; conducts compensation studies and participates in the development of compensation and benefit strategies.

Develops, organizes, distributes and administers the District’s Personnel Policies and Procedures Manual and job descriptions; reviews and updates, as necessary to conform to approved policy changes, new legislation, etc.

Coordinates employee relations activities; provides assistance to management, supervisors and staff in the interpretation of Human Resources policies and procedures and the processing of grievances.

Administers District benefit plans; orients and enrolls employees; acts as liaison with benefit carriers to address claims or issues; reviews and coordinates payment of employee insurance premiums; reviews and evaluates service delivery and cost effectiveness of benefits plans, makes recommendations for improvement and ensures maximum effective service provision.

Works closely with the third-party administrator to process claims and administer the workers’ compensation program.

Coordinates employee development, training, work evaluation and recognition programs; provides training to District employees involving human resources issues and current topics; conducts specialized training for key personnel on management techniques and policies and procedures; conducts quarterly performance and development sessions with direct report(s).

Maintains and directs the maintenance of working and official human resources office files.

Represents the office and the District in meetings with members of the Board of Directors, members of boards, various governmental agencies, local law enforcement agencies, and a variety of public and private organizations.

Negotiates and resolves significant and controversial issues; interprets and explains personnel laws, regulations and requirements.

Attends and participates in professional group meetings; stays abreast of new laws, regulations, trends and innovations in the field of human resources; researches emerging products and enhancements that may affect departmental operations; implements policy and procedural changes as required.

Performs other duties as assigned.

**QUALIFICATIONS**

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation and evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of budget administration.
- Principles, practices and techniques of human resources in a public agency setting, including recruitment, selection, equal employment opportunity and employee orientation; job analysis and classification; compensation and benefit analysis and administration; employee relations, including negotiations and the interpretation of laws, regulations, policies and procedures.
- Applicable Federal, State, and local laws, codes and regulations concerning the operation of the Human Resources Office.
- Principles and practices of contract administration and evaluation.
- Recent and on-going developments, current literature, and sources of information related to the operations of Human Resources Office.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups and various business, professional, educational, regulatory and legislative organizations.
Techniques for providing a high level of customer service by effectively interacting with and responding to the public, District staff, vendors, contractors, professional and regulatory agencies.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient benefits programs and human resources related services.
- Maintain a high degree of confidentiality.
- Manage and monitor complex projects, on-time and within budget.
- Train staff in work procedures; organize, assign, and evaluate the work of staff.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Interpret, explain, and ensure compliance with District policies and procedures, complex laws, codes, regulations and ordinances.
- Effectively represent the human resources office and the District in meetings with governmental agencies, community groups and various businesses, professional, and regulatory organizations and in meetings with individuals.
- 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.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of work.

EXPERIENCE AND TRAINING GUIDELINES

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

Experience:

Six (6) years of increasingly responsible experience in the development and administration of human resource programs and/or benefits administration.

Training:

Equivalent to graduation from an accredited four-year college or university with major coursework in human resources management or a related field.

License or Certificate:

Valid California class C driver’s license with satisfactory driving record.

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, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification
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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 upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

*The specific statements shown in each section of this classification description are not intended to be all-inclusive. They represent the essential functions and minimum qualifications necessary to successfully perform the assigned functions. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*