

**CITY OF ARCADIA
JOB DESCRIPTION**

CLASSIFICATION TITLE: Human Resource Manager

FLSA Status: N

DEPARTMENT: Administration

Population as of 2010 Census – 7,637

Salary Range:

**\$36,000 – \$40,000
\$17.31 hr – 19.23 hr**

WORK OBJECTIVE

Provides Human Resources support with a variety of clerical activities and related tasks. Responsible for city wide human resources planning and development. Provides functional guidance for administrative support needs. This position reports directly to the City Administrator.

MINIMUM QUALIFICATIONS

Bachelor's degree in Human Resource Management, Business, Personnel or Public Administration, or a related field from an accredited college or university with at least five years of experience in the human resource field with emphasis on direct dealing with employees and three years in a supervisory capacity or any equivalent combination of training and experience. Comparable work experience may be substituted for education requirements.

ESSENTIAL FUNCTIONS

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such duties are a logical assignment to the position.

- Assures management compliance with City, State, and Federal laws, regulations and policies regarding human resource programs; includes monitoring changes in those laws.
- Monitors risk management programs, employee benefit programs, including recommendation for benefits and pay classifications. Administers the City's Workmen's Compensation program including preparation of applications, audits and claims. Administers the City's Safety and Drug Free Work Place programs.
- Provides advice and support to all levels of management and staff with employee recruitment, hiring, orientation and disciplinary actions, as needed in the handling of employee relations matters; identifies solutions and options for varied and sensitive personnel problems; advises departments on actions necessary to assure compliance with administrative guidelines, policies, and state and federal laws; develops appropriate recommendations.
- Monitors and evaluates employee training in the areas of: new hire orientation, supervision, safety and local state and federal government requirements, task specific, public relations, and all other areas as needed.
- Researches and reports to City Administrator and City Council new policies and programs for City compliance with local, state and federal regulations.
- Serves as liaison between management and employees by handling questions, interpreting and administering policies and helping resolve work-related problems.

- Implements and annually updates compensation programs; rewrites job descriptions as necessary; conducts annual salary surveys and develops merit pool (salary budget); analyzes compensation; monitors performance evaluation programs and revises as necessary.
- Develops, recommends, and implements personnel policies and procedures; prepares and maintains employee manual on policies and procedures; performs benefits administration to include claims resolution, change reporting, approving invoices for payment, annual re-evaluation of policies; recommends new approaches, policies, and procedures to effect continual improvements in efficiency of departments and services performed.
- Develops and maintains employment related records and systems, maintains legal compliance in human resources arena, advises managers on requirements, monitors EEO/AAP compliance, and resolves problems.
- Monitors payroll merit pay actions and other pay changes; communicates benefits plans; advises on pay and benefits issues; reviews compensation programs and advises managers. Maintains legal compliance and resolves problems.
- Oversees the annual administration of each department's personnel performance evaluations; assistance in counseling, problem documentation and involuntary terminations.
- Represents the City to prospective employees, customers, the public, community and professional organizations.
- Responsible for coordinating the overall daily operations of the administrative offices of the City. The duties in this area are general oversight. Individual department heads will oversee their employees.

ADDITIONAL POSITION FUNCTIONS

Key Competencies

- verbal and written communication skills
- professional personal presentation
- customer service orientation
- information management
- attention to detail
- initiative
- reliability
- stress tolerance

Answer Phones

- answer and address incoming phone calls in a timely and polite manner
- clearly determine the purpose of the call
- deal with queries and provide correct information
- forward calls to appropriate person
- take and deliver messages accurately and completely

Personal Appearance

- maintain a neat and well-groomed appearance
- maintain an attentive posture
- respond professionally to visitors and callers

City Representation

- maintain confidentiality and show discretion
- adhere to company policies and procedures
- represent the City in an ethical and professional manner
- maintain a complete knowledge of the City's structure, personnel names and titles
- remain calm under pressure

Communication Skills

- write well using correct grammar and spelling
- communicate verbally with confidence and clarity
- ask effective questions
- listen actively and respond with empathy
- follow instructions properly
- understand and respond to non-verbal signals

Customer Service

- clarify customer needs
- provide solutions and support to the customer
- deal effectively with difficult customers

Computer Skills

- MS Word
- Outlook
- Excel
- Internet/Intranet
- accurate and fast typing skills

Performs related duties as directed when such duties are a logical and appropriate assignment to the position.

PHYSICAL REQUIREMENTS

The City of Arcadia is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Arcadia will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Tasks involve 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 (5-15 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Work is performed in usual office conditions with rare exposure to disagreeable environmental factors. Some tasks require visual abilities. Some tasks require oral communications ability.

ENVIRONMENTAL REQUIREMENTS

Work is performed in usual office conditions with rare exposure to disagreeable environmental factors.

The City of Arcadia is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Arcadia provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. EEO, Veteran's Preference and Drug Free Workplace.

I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.

Name (print)

Supervisor's Name (print)

Employee Signature

Supervisor's Signature

Date

Date