

Human Resources Manager

DESCRIPTION OF WORK: Positions in this banded class provide leadership and supervision to professional/technical staff in the delivery of a contemporary human resources (HR) program(s) that advance the organization's business and strategic goals and objectives. Employees perform the full-range of managerial duties with emphasis on hiring, retaining and engaging staff accountable for exemplary customer service. Employees understand the organization's key business drivers in order to function as business partners with university leadership. Employees build trust and respect for the HR program and gain the confidence of others at all levels in the organization. Employees creatively apply professional knowledge, skills and abilities to strategize and plan, coordinate and administer program(s) that: 1) identify and proactively respond to trends and their impact on the organization's long term goals; 2) manage change efforts that encourage and engage staff at all levels in the improvement process; and 3) help constructively shape the organization's culture. Program areas include: benefits administration; career planning; classification; compensation; employee retention and organizational culture enhancement; employee relations; employment; environment, safety and health; equal employment opportunity; HR Information Systems; international employment; legal compliance; payroll; policy administration; organizational design; staff development; talent management; workforce planning and/or closely related programs.

EXAMPLES OF COMPETENCIES:

CONTRIBUTING:

Knowledge – Professional and Organizational:

Knowledge of HR programs, functions, best practices, and their theoretical bases in assigned and unassigned area(s). Ability to apply a range of policies and procedures to meet organizational objectives. Knowledge of the organization, its mission, its members, its political/legislative climate, its relationships with clients and constituents and the interchange among them.

Leadership/Human Resources Management: Ability to assign and review work of staff to meet current goals and objectives for assigned area(s). Ability to determine immediate and short-term staffing needs for assigned area(s). Ability to recruit and hire with a focus on building a staff of engaged employees. Ability to assure all phases of the employment process support the focus. Ability to evaluate performance, identify development opportunities/needs, and provide constructive feedback and coaching. Ability to facilitate employee skill development necessary to meet current and future objectives of the work unit and the organization. Ability to model motivational and coaching strategies.

Program Management: Ability to plan short-term and long-term work assignments to assure exemplary customer service and mutually beneficial results, and to accomplish new work initiatives and objectives concurrent with maintaining day-to-day operations. Ability to make logical adjustments in methods or procedures. Ability to review work performance on an on-going basis through personal observation, written reports, conferences with the employees and feedback from others with whom they may interact.

JOURNEY

Knowledge – Professional and Organizational:

Comprehensive knowledge of HR programs, functions, best practices, and their theoretical and strategic bases, in assigned and unassigned area(s). Ability to apply

Change Management: Knowledge of continuous improvement methods and relevant best practices. Ability to identify the need for change within the unit while considering its impact on the organization. Ability to ensure that staff understands and applies new/changed HR program policies and procedures consistently. Ability to assure compliance by determining if changes in law, code, policies, or guidelines impact business practices or if new processes or practices are in alignment with existing law, code, policies, or guidelines. Ability to anticipate and acknowledge barriers to accepting change. Ability to promote and market beneficial changes actively. Ability to develop communication and implementation plans appropriately and expeditiously to achieve needed change(s).

Communication: Ability to maintain and enhance professional relationships to increase credibility for building support and reaching consensus when explaining and interpreting policies and procedures within assigned HR area(s). Ability to promote and market assigned area(s). Ability to persuade clients of the needs and beneficial outcomes of the HR role. Ability to facilitate an open exchange of ideas and work toward mutual resolutions that are in the best interests of the organization and the unit. Ability to convey sensitive information or decisions to clients regardless of the risks involved. Ability to initiate and lead (verbal or written) dialogue with others in order to identify issues and solutions, recommend options, and summarize actions needed/taken.

Change Management: Ability to challenge the status quo for improvement in a constructive and collaborative manner. Ability to advocate for and develop people strategies that instill confidence in the change agenda.

and interpret new policies and methodologies to meet organizational objectives. Ability to determine and implement policy exceptions. Knowledge of the organization's range of internal and external priorities in terms of the organization's mission and goals and their interchange. Ability to use the business' language when determining alternative solutions for HR issues.

Leadership/Human Resources Management: Ability to plan, monitor, and evaluate the work of staff. Ability to modify staff assignments as needed to accomplish goals and objectives for assigned area(s). Ability to determine staffing needs for assigned area(s) using a long term vision. Ability to recruit and hire with a focus on building a staff of engaged employees. Ability to assure all phases of the employment process support the focus.

Program Management: Ability to define the broad target. Ability to identify the monthly, quarterly and annual activities to assure exemplary customer service and mutually beneficial results and to accomplish major work initiatives and objectives concurrent with maintaining day-to-day operations.

ADVANCED

Knowledge – Professional and Organizational: Knowledge of HR programs and operations in assigned and unassigned areas of HR. Ability to plan and adapt HR services to address complex or sensitive issues to meet organizational objectives. Knowledge of new directives and initiatives at the organizational level. Ability to forecast the impact of same on HR programs/services. Ability to initiate or respond to statutory changes, administrative rules, legislative actions, or top management directives. Knowledge of business and industry theories, best practices, emerging trends, methodologies and innovations. Ability to maximize the strategic impact of Human Resources in the organization.

Leadership/Human Resources Management: Ability to review accomplishments to assure that program mission and goals are being met. Ability to use varying leadership styles depending on the situation to coach and guide/direct staff. Ability to lead workforce planning effort for assigned area(s) considering current and future organizational strategic goals and objectives. Ability to encourage leaders throughout the organization to recruit staff using the long term vision of succession planning. Ability to support leaders in their efforts to build a staff of engaged employees.

MINIMUM TRAINING AND EXPERIENCE: Bachelor's degree preferably with coursework applicable to HR management, human relations and/or business administration and four years of directly-related program development and personnel management experience demonstrating competencies needed to perform the work; or an equivalent combination of training and experience. All degrees must be received from appropriately accredited institutions.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.

Ability to recognize a need for change. Ability to seek opportunities to lead strategic planning and change management efforts across HR area(s) that support the business need and have sustainable value. Ability to perform similar services for clients. Ability to function as a respected change agent with peers.

Communication: Ability to maintain and enhance professional relationships to increase credibility for building support and reaching consensus when explaining and interpreting the application of policies and procedures to new and unique situations. Ability to promote and market assigned area(s). Ability to persuade clients of the needs and beneficial outcomes of the HR role. Ability to encourage others in complex and sensitive situations to reach a mutually agreeable resolution that achieves business goals. Ability to maintain positive work relationships across the organization.

Program Management: Ability to coordinate and collaborate with other HR and business leaders to define mutually beneficial long-term, comprehensive strategic programs. Ability to determine and advocate for a mutually beneficial course of action in controversial or precedent-setting situations. Ability to develop (or assign the development) and give final approval to standards, guidelines, and policies governing quality and quantity of work. Ability to develop HR strategic plan that includes comprehensive metrics aligned with organizational goals and objectives.

Change Management: Constructively and collaboratively challenges the status quo for improvement; advocates for and develops people strategies that instill confidence in the change agenda. Recognizes a need for change and seeks opportunities to lead strategic planning and change management efforts across HR area(s) that support the business need and have sustainable value.

Communication: Ability to cultivate professional relationships with all levels of the organization in order to understand the business case. Ability to establish and maintain credibility when taking the initiative to build consensus in difficult situations. Ability to foster an environment conducive to open communications among all levels of the organization.