



CLASSIFICATION TITLE: Human Resources Supervisor	JOB NUMBER: 7155	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: Human Resources Director	PAY GRADE: 24	FLSA STATUS: Exempt

GENERAL SUMMARY

Performs complex administrative work leading the day-to-day operations of the Human Resources department, establishing a high level of operational efficiency and service quality. Work is performed under the limited supervision of the Human Resources Director ("supervisor"). Continuous supervision is exercised over assigned personnel.

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of Teamwork, Integrity, and Excellence promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Collaborates with and is a strategic partner to the Human Resources Director through providing highly responsible and complex support; serves as the second in command for the department.
- Works with the Human Resources Director to initiate, plan and evaluate comprehensive and strategic human resources programs including compensation, classification, benefits, employee relations; formulates and recommends policies and guidelines for carrying out the human resources functions.
- Participates in the development and implementation of human resources goals and objectives.
- Advises, consults, and assists with a variety of human resources matters including the interpretation and application of policies and guidelines, disciplinary action and the processing of employee grievances; investigates complaints and other sensitive employee relations issues.

- Helps to ensure compliance with applicable laws and regulations; maintains knowledge of current human resources legislation.
- Supervises assigned staff; evaluates and reviews work performance; works with employees to correct deficiencies; plans, coordinates and arranges for appropriate training of subordinates; documents corrective action and applies City policy, as needed; participates in the interview and selection process of new employees; recommends merit increases, reassignment, and promotions according to established guidelines.
- Provide oversight of the city's benefit programs; work directly with broker and vendors to ensure efficient processes, effective service delivery and cost-effective benefit programs by using contracts to fullest extent; participates in and coordinates strategic benefit planning.
- Assists with the preparation of the department budget; monitors expenses within budget; ensures fiscal responsibility and cost consciousness.
- Assists with research and analysis in preparation for labor negotiations; participates on the City's negotiation team during contract negotiations.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Applicable Federal, State, and local laws, rules, codes and regulations related to assigned activities, including those laws/regulations governing employment practices, risk management, benefit administration, and safety and self-insurance programs.
- Human resources administration principles and practices, including program development, implementation, and evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of budget development and administration.
- Modern office practices, methods, procedures and equipment.
- Record-keeping principles, procedures, and techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Public speaking techniques.

Skills and abilities to:

- Learn, read, interpret, and apply and explain rules, regulations, policies and procedures.
- Train, supervise and evaluate assigned staff.
- Maintain credibility with Human Resources staff, employees, supervisors, management and executive management. .
- Work positively with others to accomplish the City's mission and goals.

- Use sound judgment in decision making and problem solving.
- Develop, implement and administer technical systems, processes and procedures.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities and meet critical time deadlines.
- Operate modern office equipment including personal computer equipment using standard or customized software application programs appropriate to assigned tasks.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS

Valid driver's license.

EDUCATION AND EXPERIENCE

Bachelor's degree with coursework in business or public administration, human resources management, or related field and five (5) or more years of increasingly responsible human resources experience, including two (2) years in a lead or supervisory role, or equivalent combination of education and experience.

COMPETENCIES

Supervisory

- **Foster Teamwork**: Builds effective teams committed to organizational goals. Fosters collaboration among team members and among teams. Uses teams to address relevant issues.
- **Prioritize Work and Commitments**: Develops short- and long-range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Focuses on the most important tasks first and directs others to focus on those tasks. Integrates planning efforts across work units to ensure the most critical work gets done first.
- **Drive for Team Results**: Demonstrates and fosters a sense of urgency and strong commitment to achieving goals. Encourages others drive for strategic goals. Persists despite obstacles and opposition. Pursues aggressive goals and works hard to achieve them. Owns the outcomes produced by the team.
- **Manage Employee Performance**: Guides employees to achieve the highest levels of performance. Sets clear and compelling expectations for performance. Provides frequent and specific feedback to help employees meet or exceed expectations.

Maintains effective records related to employee performance. Delivers specific, timely, and meaningful performance reviews.

Foundational

- **Use Technical/Functional Expertise:** Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- **Be Accountable for Performance:** Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- **Provide Excellent Customer Service:** Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- **Communicate Effectively:** Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- **Work Safely:** Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel and repetitive motions and frequently standing, walking, sitting and reaching with hands and arms; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data and observing general surroundings and activities;


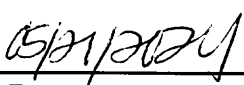

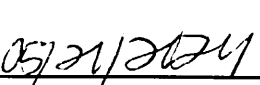
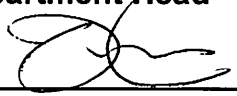
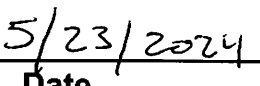
work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

SELECTION GUIDELINES

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

Authorization (for Archive)

	
Human Resources Director	Date
	
Department Head	Date
	
City Manager or Authorized Designee	Date