Human Resources Manager

DESCRIPTION OF WORK: Employees in this banded class provide leadership and supervision to professional/technical staff in the delivery of a contemporary human resources program(s) that advance the university’s 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 or any combination of 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), demonstrated by the 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:** Assigns and reviews work of staff to meet current goals and objectives for assigned area(s). Recruits and hires with a focus on building a staff of engaged employees. Follows through with employee in agency being engaged. Evaluates performance, identifies development opportunities/needs, and provides constructive feedback and coaching.

- **Program Management:** Plans 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. Reviews work performance on an ongoing basis through personal observation, written reports, conferences with the employees and feedback from others with whom they may interact.

- **Change Management:** Stays attuned to continuous improvement methods and relevant best practices and identifies the need for change within the unit while considering its impact on the organization. Anticipates and acknowledges barriers to accepting change. Actively promotes and markets beneficial changes. Develops communication and implementation plans with a sense of urgency to achieve needed change(s).

- **Communication:** Maintains and enhances professional relationships to increase credibility for building support and reaching consensus when explaining and interpreting policies and procedures within assigned HR area(s). Promotes and markets assigned area(s) and persuades clients of the needs and beneficial outcomes of the HR role. Creates a variety of clear, succinct, organized written communications that explain solutions, convey decisions, interpret policy and train/coach in a compelling manner.

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), demonstrated by the ability to apply and interpret new policies and methodologies to meet organizational objectives; determines and implements policy exceptions. Speaks the business’ language when determining alternative

- **Change Management:** Balances and prioritizes competing needs and demonstrates/promotes flexibility in a changing environment. Anticipates and implements changes in priorities to meet demands and adjusts to new responsibilities and tasks. Successfully influences change from transactional programs to strategic programs.

- **Communication:** Promotes and markets assigned
solutions for HR issues. Spends majority of time on strategic HR Programs.

- **Leadership/Human Resources Management:**
  Plans, monitors, and evaluates the work of staff and modifies as needed to accomplish goals and objectives for assigned area(s). Determines staffing needs for assigned area(s) using a long term vision. Recruits and hires with a focus on building a staff of engaged employees.

- **Program Management:**
  Assesses, plans, and evaluates service delivery needs and develops and implements changes in procedures, workflow, and assignments. Directs a wide variety of HR functions, projects, and program areas requiring considerable initiative and latitude in decision-making and problem solving.

**ADVANCED**

- **Knowledge – Professional and Organizational:**
  Knowledge of new directives and initiatives at the organizational level, demonstrated by the ability to forecast the impact of same on HR programs/services. Knowledge of business and industry theories, best practices, emerging trends, methodologies and innovations, demonstrated by the ability to maximize the strategic impact of Human Resources in the organization.

- **Leadership/Human Resources Management:**
  Leads workforce planning effort for assigned area(s) considering current and future organizational strategic goals and objectives. Encourages leaders throughout the organization to recruit staff using the long term vision of succession planning; supports leaders in their efforts to build a staff of engaged employees. Utilizes metrics to measure and confirm strategic goals and objectives. Develops systems and advises leaders throughout the organization on methods to build organizational capacity of staff by identifying critical capabilities and behaviors that support business goals; teaches talent management.

- **Program Management:**
  Coordinates and collaborates with other HR and business leaders to define mutually beneficial long-term, comprehensive strategic programs. Develops HR strategic plan that includes comprehensive metrics aligned with organizational goals and objectives. Develops concepts and directs innovative approaches to address organizational-wide issues.

- **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:**
  Persuasively communicates and secures commitment to organization’s or program's strategic objectives. Anticipates, directs, implements and facilitates communication of enterprise-wide programs and initiatives in terms of business results and goals.

**MINIMUM TRAINING AND EXPERIENCE:**
Graduation from a four-year college or university 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.

**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.