

Human Resources Director

Department: Human Resources
Reports To: Town Manager
Date: June 2015

Salary Grade: MP-7
FLSA Status: Exempt

GENERAL SUMMARY:

Under the direction of the Town Manager, and as a member of the Town's Senior Management Team, provides strategic leadership and vision to plan, organize, and administer the Town's personnel programs, ensuring compliance with state, federal and local laws and regulations; works collaboratively and proactively with Town officials and managers, each of whom have common as well as unique/diverse personnel-related needs, to fairly, consistently, and lawfully create and administer policies and practices that contribute toward a positive and productive work environment which enables employees to provide quality service to the community. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

- ◆ Provides collaborative, forward thinking and responsive leadership in the planning, development, implementation, maintenance, and management of the Town's human resources programs and services in accordance with the directives of the Town Manager and the mission and strategic priorities of the Town. Reviews, evaluates, and monitors service delivery methods and systems.
- ◆ Develops and recommends human resource standards to the Senior Management Team. Implements, reviews, and enforces personnel policies, procedures, and systems as necessary to ensure the lawfulness and efficiency of the Town's personnel practices and support the Town's business goals.
- ◆ Participates as a member of the Town's Senior Management Team to assist the Town Manager in designing, developing, disseminating, and implementing Town-wide management plans, strategies, initiatives, values, and standards of behavior. Keeps the Town Manager informed of department activities and operations as well as any compliance issues. Regularly meets with management staff to provide input into, and coordination of, services. Provides individual leadership and management coaching to senior managers, participates in strategic thinking and situational analysis (including union response strategies), and assists senior managers in effectuating cultural changes.
- ◆ Maintains and implements personnel bylaws, policies and procedures, ensuring consistent interpretation and application; recommends and drafts new and revised bylaws, policy and collective bargaining language for the Town Manager and the Personnel Board; writes Town Meeting presentations and warrant articles; provides personnel policy information to employees and advises on interpretation. Reviews special employee requests; makes recommendations to the Town Manager relative to special employee requests.
- ◆ Promotes employee job satisfaction; counsels employees; advises managers; assists supervisors to effectively manage employee performance; develops techniques and coordinates resources for resolving workplace conflict or productivity issues; investigates personnel problems and disciplinary issues. Serves as one of the Town's Sexual Harassment Officers. Provides guidance to employees, managers and Town officials throughout disciplinary and employee appeal hearings. Represents the Town at unemployment, discrimination and other personnel-related hearings.

ESSENTIAL JOB FUNCTIONS (continued):

- ◆ Directs a variety of specialized recruitment and hiring methods to assist management in employing an effective and talented workforce.
- ◆ Monitors the Town's benefits package to ensure appropriate services and benefits are delivered with due regard to proper cost control measures. Administers health, dental, life, workers' compensation and disability insurances, as well as employee assistance programs; responsible for communication of benefit plan features to employees and for resolving problems encountered in obtaining benefits. In cooperation with the Finance Director, researches and makes recommendations regarding selection of benefit programs.
- ◆ Directs the administration of compensation and classification policies in accordance with Town bylaws, collective bargaining agreements, and federal and state statutes. Implements and oversees related salary and classification studies. Develops and recommends classifications and job descriptions to the Personnel Board. Monitors application of compensation plans and develops strategies for implementation.
- ◆ Oversees organization, maintenance, and compliance of official personnel records and systems. Ensures that systems enable preparation of periodic reports on personnel data.
- ◆ Assists the Town Manager's office in preparing and negotiating union contracts and in resolving labor relations issues, grievances, arbitrations and disputes.
- ◆ Identifies organizational training needs and develops training plans and programs for appropriate employee development.
- ◆ Oversees Town's compliance with federal and state personnel laws and regulations including employee leaves, wage and hour, equal employment, drug and alcohol testing, work-related injuries and employee benefits.
- ◆ Prepares and recommends department budget to the Town Manager, recommends expenditures, and administers approved funds. Prepares department annual town/budget reports.
- ◆ Performs research, special projects, and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed, or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Supervises the activities and performance of and provides functional oversight to the Assistant Human Resources Director, the human resources assistants, administrative systems analyst, and temporary office assistants. Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

EDUCATION & EXPERIENCE:

Masters degree in Human Resources or related subject, plus seven years of progressively responsible experience in Human Resources in municipal operations, including supervisory experience; or any equivalent combination of education and experience.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers.
- ◆ Thorough working knowledge of the principles, practices, regulations, and applicable federal and state laws related to personnel administration. Thorough knowledge of employee classification, compensation and benefits, recruitment, selection, training and labor relations.
- ◆ Working knowledge of the principles, practices, regulations, and applicable federal and state laws related to the business operations of a working municipality. Ability to effectively participate in the design, planning, and implementation of Town-wide management plans, strategies, and initiatives.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.
- ◆ Ability to effectively operate computers and software necessary for the performance of job duties.
- ◆ Must obtain and maintain clearance to obtain Criminal Offender Records Information (CORI).

WORKING CONDITIONS & PHYSICAL DEMANDS:

Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a quiet work environment with frequent interruptions. Frequently subjected to the demands of other individuals and the volume and/or rapidity with which tasks must be accomplished.

Operates computer, printer, video display terminal, keyboard, calculator, telephone, copier, facsimile machine and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. 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.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.