



**JULY 2015**  
**FLSA: EXEMPT**

## **HUMAN RESOURCES SUPERVISOR**

*This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.*

### **DEFINITION**

Under general direction, supervises, assigns, reviews, and participates in the work of staff responsible for the development and administration of human resources programs including recruitment, performance management, employee relations, benefits administration, labor relations, training and development, and/or compensation and classification analysis. Coordinates assigned activities with other District departments and outside agencies. Ensures compliance with terms of Memoranda of Understanding (MOU) and human resources policies and procedures; ensures work quality and adherence to established policies and procedures; performs the most technical and complex tasks relative to assigned areas of responsibility; acts in the absence of HR management; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from assigned supervisory and/or management staff. Exercises direct and general supervision over assigned professional, technical, and administrative support staff.

### **CLASS CHARACTERISTICS**

This is the full supervisory-level class in the Human Resources division that exercises independent judgment on diverse and specialized human resources functions and has significant accountability and ongoing decision-making responsibilities associated with the work. Assists HR management in organizing and directing the operations of major HR functions having District-wide impact. Incumbents organize and oversee day-to-day human resources program administration and are responsible for providing professional-level support to HR management in a variety of areas. This class is distinguished from the Human Resources and Risk Manager in that the latter has full management authority in planning, organizing, and directing the full scope of human resources operations and labor relations within the department.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Plans, prioritizes, assigns, supervises, reviews, and participates in the work of staff responsible for human resources programs and services.
- Establishes schedules and methods for providing a wide spectrum of human resource services; identifies resource needs; reviews needs with appropriate management staff; allocates resources accordingly.
- Participates in the development of policies and procedures; monitors work activities to ensure

- compliance with established policies and procedures; makes recommendations for changes and improvements to existing standards and procedures.
- Recommends and assists in the implementation of goals and objectives; implements approved policies and procedures.
  - Participates in the selection of human resources staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures.
  - Participates in the preparation and administration of the human resource program budget; submits budget recommendations; monitors expenditures.
  - Performs the most technical and complex tasks of the work unit including preparing analytical and statistical reports on operations and activities and developing correspondences and memoranda; makes presentations to District employees and management regarding human resource administration.
  - Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of human resources; researches emerging products and enhancements and their applicability to District needs.
  - Performs related duties as required.
  - Plans, prioritizes, assigns, supervises, reviews, and participates in the work of staff responsible for the development, delivery, and administration of employee benefits, recruitment, classification and compensation programs, training and development programs, human resource policies, and human resource information systems.
  - Oversees administration of overall strategic staffing and employment programs; works with management to ensure understanding of current and future workforce needs and implements improvements to staffing processes including sourcing and selection.
  - Supervises and participates in career and succession planning and training; establishes links at organizational, group, and individual levels for improved/increased effectiveness and efficiency through learning; consults with management to determine training needs and makes recommendations for changes and improvements to existing standards and procedures.
  - Reviews the work of contractors, consultants, and vendors providing employee development programs to ensure District staff is receiving adequate training on equipment/services; recommends and provides additional training as needed.
  - Develops and oversees the administration of a comprehensive employee benefits program, including plans such as retirement, health, life, dental, vision, long-term disability, employee assistance program, and Consolidated Omnibus Budget Reconciliation Act (COBRA); serves as liaison between the District and various insurance carriers.
  - Oversees the administration of the classification and compensation programs including job analyses and classification studies of new and existing positions and conducting compensation studies for new and existing positions; oversees the development, implementation, and administration of compensation strategies and programs and classification plans.
  - Plans, prioritizes, assigns, supervises, reviews, and participates in the work of staff involved in the negotiation, interpretation, and administration of collective bargaining agreements, including dispute resolution and employee relations.
  - Participates in and oversees the design and development of the labor/employee relations programs, policies, and procedures; ensures compliance with new or proposed regulations and legislation; makes recommendations for changes and improvements to existing standards and procedures.
  - Implements terms and conditions of the collective bargaining agreements; provides interpretation of the provisions found in the collective bargaining agreements; meets with labor representatives; reviews provisions with District staff to ensure consistent adherence to the terms and conditions.
  - Serves as liaison to management during negotiations; conveys information to and from the District's special legal counsel; initiates and participates in discussions and meetings to facilitate communications between management, labor representatives, and employees to resolve issues.
  - Oversees investigations of employee relations issues and recommends appropriate actions to address and resolve such issues; negotiates settlement of grievances with bargaining units; represents District

under established grievance procedures; reviews collective bargaining agreements, precedents, laws, and regulations to formulate District's position on issues; makes recommendations to management on conflict resolution.

- Oversees the administration of the performance management program, including training, forms management, enforcement, guidance on performance issues, and performance improvement plans.
- Oversees the administration of Leaves of Absence and disability programs; ensures legal and contractual compliance; develops return to work strategies; addresses staffing needs.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Advanced principles of personnel management; public administration, and organizational and management practices.
- Advanced principles and applications of critical thinking and analysis.
- Principles and practices of budget development, administration, and accountability.
- Principles and practices of comprehensive human resources programs and labor/employee relations program development, implementation, and management.
- Methods and techniques of conflict resolution and negotiation.
- Labor law and collective bargaining trends.
- Investigative and analytical techniques, procedures, and requirements.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of fiscal, statistical, and administrative research and report preparation.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

### **Ability to:**

- Plan, organize, schedule, assign, review, and evaluate the work of and train staff.
- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Promote individual growth and development of assigned staff in the performance of work assignments.
- Effectively resolve conflict through workable solutions and alternative approaches.
- Evaluate and recommend improvements in operations, procedures, policies, or methods.
- Apply critical thinking and analysis to a broad range of situations.
- Oversee administration of various human resources programs and labor/employee relations programs.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively communicate, negotiate and influence behavior at all levels both internally and externally.
- Investigate labor/employee relations issues and recommend appropriate actions.
- Research, analyze, and evaluate tools to guide managers through making decisions that impact labor/employee relations.
- Interpret and explain Memoranda of Understanding (MOU) and human resources policies and procedures.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, rules, and regulations.

- Identify problems, research and analyze relevant information, develop and present recommendations and justification for solution.
- Effectively represent the department and the District in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee and labor relations.
- Maintain confidentiality in maintaining critical and sensitive information, and be discreet in handling and processing confidential information and data.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use critical thinking techniques and advanced methods in reaching independent decisions.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Employment Standards:**

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OCSA.

1. Possession of a bachelor's degree from a college or university which is accredited by the US Department of Education, with major coursework in human resources administration, industrial relations, training, communications, psychology, business or public administration, or a related field; AND,
2. Six (6) years of increasingly responsible experience with human resource administration, including four (4) years at a level comparable to a Senior Human Resources Analyst, or two (2) years of lead or supervisory experience.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of, or ability to obtain, a Certified Compensation Professional, Certified Benefits Professional, and/or Senior Professional Human Resources certificate is desired.

**Disaster Service Workers:**

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.