

CITY OF BIG BEAR LAKE

CLASS SPECIFICATION

Class Title: Senior Human Resources Specialist

Class Code Number: 2030

Position Designation: Professional/Confidential

Department: Human Resources

General Purpose of Position

The purpose of this position is to maintain human resources activities and operations and to complete various projects. Detailed analysis is provided to HR related projects. Professional level support is provided in the areas of: selection, employee relations, benefits, compensation, performance appraisal, risk management, labor relations, and training. This position may exercise functional supervision over clerical staff. This position reports directly to the Department Director.

RESULTS STANDARDS

Results Standards set guidelines for the quality and correct procedure expected when performing any task for the City of Big Bear Lake.

- I. Customer Service:**
Government service is provided in a professional and effective manner with an emphasis on responsiveness and accessibility to both employees and the public.
- II. Professionalism:**
Job duties are consistently performed in a legal and ethical manner consistent with the code of conduct and standards applicable and appropriate to the position and particular specialized area.
- III. Production:**
Employee labor products are of high quality and are produced in a timely and cost-effective manner.
- IV. Critical Thinking:**
Decisions are made utilizing appropriate problem identification, analysis, and evaluation processes with a continual emphasis on innovation, ethics, and professionalism.
- V. Teamwork:**
Goals common to the organization are achieved through cooperation, coordination, and the development of professional relationships.
- VI. Professional Development:**
Employees are empowered to perform their jobs at the highest level and are encouraged to improve both personally and professionally. The overall quality of professionalism in the organization is improved through commitment, training, involvement, and education.
- VII. Leadership:**
Efficiency, effectiveness, and teamwork are promoted by all employees. The values of the City are properly communicated through the behavior of organizational leaders in a manner appropriate to their position.

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Result Statements: (in bold) describe common results expected of the Department or results specific to a particular position.

Performance Standards (preceded by a) describe the specific manner in which the associated Result Statement is achieved by this position. Multiple Performance Standards can be associated with each Result Statement and define the expectations for employee performance.

A. The staffing needs of the city are met through providing professional recruitment and selection services.

- The Recruitment process is coordinated to maximize its effectiveness.
- New methods of recruitment are explored and developed and evaluated.
- Recruitment advertisements are created in a timely manner.
- The selection process is coordinated to maximize its effectiveness
- Applications are screened and rated using established criteria
- Selection materials (interview questions, tests, practical exercises, etc.) based on established criteria are developed using professionally accepted methodology
- Applicants inquiries are responded to in a timely and appropriate manner.

B. The City=s Professional and Organizational Development programs are maintained to ensure employee skills are developed to achieve departmental and City goals, through a comprehensive training program.

- A training master plan is developed and maintained.
- Conduct and coordinate training activities.
- Files are maintained in an orderly and professional manner.
- Training sign-up sheets are distributed in a timely manner.

C. Risk Management services are provided to maximize employee safety and minimize losses.

- General Liability claims are processed and managed in a timely and effective manner.
- Coordinate the administration of workers= compensation program claims in accordance with State law and City policies and procedures.
- Monitor and coordinate the worker=s compensation rehabilitation program.
- Research job factors for alternative and special job assignments.
- Investigate and analyze accidents and safety hazards initiate corrective actions.
- Coordinate and facilitate organizational safety meetings.

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- Ensures compliance with Federal and State Workers' Compensation occupational safety and health regulations and laws.
- D. The classification, compensation, and benefits programs are evaluated and administered in a professional and effective manner.**
 - Class specifications are created and/or modified as needed.
 - Insurance plans (health, dental, etc.) are continually monitored, evaluated and necessary changes are recommended.
 - Status change and other paperwork for insurance programs and deferred compensation are processed in a timely manner.
 - Contracts and agreements for insurance programs and deferred compensation are coordinated and maintained.
- E. Labor and Employee relation issues are handled in a professional, comprehensive, and effective manner consistent with an employee friendly organization.**
 - Rules, policies, and procedures are continually reviewed for compliance with federal and state guidelines.
 - Rules, Policies, or procedure corrections/updates are drafted when existing or potential problems in this area are identified.
 - Complex projects are completed applying a high degree of independent judgment.
 - Organizational feedback is encouraged through an Aopen-door@ policy and the appropriate handling of employee concerns.
 - Memos are prepared in the event of any change, update, or discontinuance in Human Resources policies/actions that affect employees as a whole (or significant portion).
 - Memos are written clearly and sent out on time.
 - Employees not responding to memos are contacted personally (either by phone or in person).
 - Phones are answered in a timely and professional manner.
 - Answers to employee or citizen questions are prompt and accurate.
 - Questions/inquiries are routed to the appropriate party in Human Resources and the employee or citizen is given an expected call back time.
 - Support is provided as directed by the Human Resources Director.
 - Counsels and advises departments on employee relations practices, techniques and disciplinary matters.
- C. The classification system is developed and maintained in a professional and effective manner.**
 - Job Analyses are conducted for each position in the classification system on a regular basis.
 - New class specifications are created when needed.

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- Support is provided as directed by the Human Resources Director.
 - The classification plan is updated on a regular basis.
 - D. The compensation and benefits programs are evaluated and administered in a professional and effective manner.**
 - Analysis of current salaries for internal and external equity is conducted on a regular basis.
 - Compensation of various benefits plans are conducted to ensure the cost-effective decisions can be made.
 - Research on new benefit options is conducted on an on-going basis.
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Qualifications

Education: A Bachelors Degree and 5 years of experience or any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. Public sector experience is required for this position. A HRM or equivalent certification is preferred.

Experience: Four years working in a human resources department or other employment with a heavy emphasis on data processing and computer work is required. Ability to prepare and complete accurate reports while applying a high degree of independent judgment.

Knowledge, Skills, Abilities, and Personal Characteristics

Knowledge of human resources activities including: payroll, benefits, and EEO/Labor law is required. Computer skills including knowledge of Microsoft Word Office, Windows, and spreadsheet software are required for the performance of job duties.

The individual should be able to exercise sound judgment, be able to plan, be well organized, have good verbal and written communication skills, work well under pressure, be proactive, flexible, cooperative, and provide exceptional customer service. The individual should also be accurate, timely, and discreet.

Physical Requirements

The following requirements are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position may require extended periods of sitting. Light lifting (up to 25 lbs.) is required occasionally. This position requires manual manipulation of a keyboard, phone, and other standard office machines.

Tools

This position requires the use of a PC, word processing, database and spreadsheet software, and standard office equipment.

Work Environment

Work will be performed in an office exposed to moderate levels of noise. The majority of work associated with this position will be performed sitting down, word processing or answering the phone. This position involves a substantial amount of contact with both employees and applicants both face to face and over the telephone.

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