

# CITY OF BIG BEAR LAKE

## CLASS SPECIFICATION

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**Class Title:** Human Resources Manager

**Class Code Number:** 2100

**Position Designation:** Management/Contract

**Division:** Human Resources

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### General Purpose of Position

The purpose of this position is to develop and implement HR policies and procedures, provide professional quality recruitment, selection, and performance evaluation services, and to provide consultation to management. This position oversees the Risk Management function. This is a senior management, contract position that reports directly to the City Manager or designee and supervises all HR staff.

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### 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.

### FORMAT

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**Result Statements:** (in bold) describe common results expected of the Division 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.**

- Staffing needs are identified through periodic organizational assessment.
- Recruitments are conducted in a timely and professional manner.
- Qualified personnel (both in-house and from outside sources) are selected for interview panels.
- Managers are provided with highly qualified applicants from which to select.
- The selection process is developed, monitored, evaluated, and adjusted where appropriate.

**B. The City's Professional and Organizational Development programs are maintained to ensure employee skills are developed to achieve departmental and City goals.**

- Performance appraisals are evaluated, approved and appropriate feedback is provided to the rater.
- Performance standards are continually monitored, evaluated, and updated when appropriate.
- The quality of performance evaluations is improved throughout the organization.
- A needs assessment program is developed to provide the most appropriate and effective level of training.
- Professional quality in-house training programs are developed utilizing, whenever possible, the talents of employees.
- Training is coordinated, monitored, evaluated, and adjusted where appropriate.

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

- Worker's Compensation claims are processed and benefits coordinated in a timely and effective manner.
- General Liability claims are processed and managed in a timely and effective manner.

**D. The classification, compensation and benefits programs are evaluated and administered in a professional and effective manner.**

- New class specifications are developed.
- Class specifications are monitored, evaluated, and updated on a continual basis.
- Insurance plans (health, dental, etc) are continually monitored, evaluated, and adjusted to provide the most cost effective service to employees.

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- Employee satisfaction with benefit plans is monitored and any complaints and/or concerns resolved.
- Recommendations are made to ensure internal and external equity of salary structures.
- E. Labor and Employee relation issues are handled in a professional, comprehensive, and effective manner consistent with an employee friendly organization.**
- Organizational feedback is encouraged through an Aopen-door@ policy and the appropriate handling of employee concerns..
- Requests for counseling, advice, or intervention are responded to in a timely and professional manner.
- Grievances are addressed and resolved in a timely and professional manner in accordance with appropriate procedures.
- Thorough investigations are conducted on appropriate matters (eg: sexual harassment allegations) as assigned.
- New policies and procedures are developed in cooperation with legal counsel.
- Human Resources consultation and advice is provided prior to and during labor negotiations.
- A positive relationship is developed and maintained with labor representatives.
- Labor negotiations are conducted in a professional manner.
- F. The management responsibilities of the Human Resources division are maintained.**
- Performance evaluations of members of the HR division are completed in a timely and professional manner.
- Advice, consultation, and recommendations are given to the management team.
- The budget of the division is prepared, monitored, and administered in a timely and professional manner.
- All HR related practices performed by management, etc are reviewed and appropriate advise and guidance are given.
- Legislative updates and other legal developments are continually monitored and polices, procedures, and practices are adjusted to maintain compliance.
- Assistance is provided to the City Manager in support of senior level and general management duties including the development of the organizational culture and the completion of special projects as assigned.

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### Qualifications

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**Education:** A Bachelor's degree in Human Resources Management, Public Administration, or related field is required and a Master's degree is preferred.

**Experience:** Five years experience in Human Resources or a related field with two years of supervisory experience is required.

### **Knowledge, Skills, Abilities, and Personal Characteristics**

General knowledge of the principles and practices of personnel administration; knowledge of the organizations and operations of municipal government and of sound administrative programs; ability to develop long-term plans and programs and to evaluate work accomplishments; ability to apply and adapt practices and techniques to the special requirements of the municipal government; ability to establish and maintain effective relationships with other officials, employees, and the general public; ability to present facts and recommendations effectively in oral and written form.

The individual should be able to exercise sound judgment, be able to plan, be well organized, have excellent verbal and written communication skills, be able to communicate well with both individuals and groups, work well under pressure, be proactive, flexible, and cooperative. 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 familiarity with and use of standard office equipment and technology.

### **Work Environment**

The majority of work will be performed indoors in an office. Infrequently outdoor work (observations, interviews, etc) will be required. Outdoor conditions vary from hot to extremely cold temperatures. Outdoor work could involve exposure to wind, rain, snow and high levels of noise.