

**CITY OF CARLSBAD
CLASS SPECIFICATION**

JOB TITLE: SENIOR HUMAN RESOURCES OFFICER

DEPARTMENT: HUMAN RESOURCES

BASIC FUNCTION:

Under general direction, the role of the Senior Human Resources Officer (HRO) positions is to act as a strategic partner by providing centralized HR support to all city departments/divisions. This position is responsible for acting as an HR liaison for various departments/divisions throughout the city and assisting with a broad range of generalist and specialized HR related services.

HROs will work collaboratively as a team to support each other by sharing awareness and brainstorming on issues having citywide impacts and/or which may require insight and help on more complex or challenging matters. HROs will provide strategic input on matters which may have significant and/or citywide impacts for planning and awareness. They will keep abreast of employee satisfaction and morale and analyze other workforce trends and changes in personnel. HROs will act as advisors to senior level employees, providing guidance and assistance on all areas of personnel management, regulations, policies and laws.

KEY RESPONSIBILITIES:

Responsibilities include, but are not limited to:

Act as a business partner to departments.

Identify and address human resources and labor relations issues in the early stages.

Develop and maintain relationships with employee associations and staff.

Interpret and advise on labor agreements and employment-related policies and procedures.

Notify employee associations of meet and confer/discuss matters and conduct the meet and confer/discuss as necessary.

Coach on employee relation matters, conduct administrative investigations, review and recommend rewards, and discipline as appropriate.

Recommend and administer professional development and compliance training.

Assist with staffing/recruitment and retention provide guidance on employee benefits.

Review and provide preliminary analysis of classification and compensation matters.

Advise department management on and ensure compliance with HR related laws, contracts, policies and regulations and develop HR policies.

Create, analyze and interpret HR data analytics and make data driven decisions.

Perform additional duties/special projects as assigned.

Knowledge, Skills and Abilities include:

- Ability to effectively manage conflict, develop and maintain effective working relationships with all levels of an organization and diverse working groups including employees at all levels, employee associations, staff, elected officials, and other municipal agencies.
- Knowledge of the Meyers-Milias Brown Act requirements including meet-and-confer processes, labor negotiations and various labor-related issues.
- Knowledge of federal and state of California laws regarding HR compliance and employment issues.
- Intellectually curious with strong leadership, communication, and problem-solving skills.
- Motivated to work both independently and collaboratively in a team environment.
- Ability to quickly adapt to changing organizational and departmental needs.
- Strong political acumen.
- Excellent verbal and written communication skills.
- A genuine focus on enhanced customer service and customer satisfaction.
- The ability to effectively direct and manage a wide range of programs, and projects simultaneously, without losing sight of important issues and goals.
- Strong prioritization and organizational skills.
- Knowledge and experience in interpreting rules, regulations, policies and procedures.
- Analytical and problem-solving skills.
- Knowledge and ability with handling discipline matters and conducting administrative fact-findings.
- Ability to work independently while exercising sound judgment and decision-making skills.
- Strong ability to quickly comprehend and analyze complex issues.
- Capacity and willingness to work under the pressure of deadlines and high volume of work.
- Genuine commitment and appreciation for the value of diversity.

The below skills are highly desirable:

- Strong knowledge of municipal operations or public administration.

EXPERIENCE AND EDUCATION:

A Bachelor's Degree in Public Administration, Human Resources Management, Business Administration, Business Management or a closely related field and four years of progressively responsible professional experience in the public and/or private sector that demonstrates your ability to work in the field of Human Resources as detailed above. Any combination of education and experience that demonstrates these qualifications may be qualifying for this position.

DESIRABLE CERTIFICATION:

- Possession of a professional certifications as it relates to HR/LR (i.e., PHR, SPHR, CALPELRA CLRM, IPMA, etc.).

PHYSICAL/MENTAL DEMANDS AND ENVIRONMENTAL SETTING:

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. An employee is frequently required to walk and stand. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office equipment as necessary during the course of the work assignments.

While performing the duties, employees of this class are regularly required to use written and oral communication skills; read and interpret financial and statistical data, information and documents; analyze and solve problems; use math and apply mathematical reasoning and abstract statistical concepts; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines; and interact with staff, Council members and others encountered in the course of work.

The employee works under typical office conditions and the noise level is usually quiet. Employee may be required to travel to city work sites or other sites for meetings.

This is an at-will, unclassified position.