



DECEMBER 2019
FLSA STATUS: NON-EXEMPT

HUMAN RESOURCES COORDINATOR

DEFINITION

Under direction, performs complex and varied specialized and confidential work required to administer the City's human resources programs, including recruitment classification, compensation, benefits administration, safety, and employee and labor relations; serves as a resource to City departments on human resources programs and activities; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Finance and Administrative Services Director. Exercises no supervision over staff.

CLASS CHARACTERISTICS

This is the full journey-level class wherein incumbents provide specialized and confidential support to the City's human resources programs. Incumbents support the work of departmental management staff by serving as a resource for personnel related issues. The work has technical and programmatic aspects requiring the interpretation and application of policies, procedures, and regulations and the exercise of discretion and judgment. The work includes problem solving of unique issues or increasingly complex problems without precedent and/or structure. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines and methods. Work is typically reviewed on completion for soundness, appropriateness, and conformity to policy and requirements. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL 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.

- Coordinates and implements recruitment processes for City departments; confers with departments to ascertain departmental needs; coordinates and/or produces recruitment flyers and position announcements; screens resumes and applications; coordinates testing process; identifies qualified candidates; coordinates and/or conducts interviews, assists departments in extending job offers, and coordinates follow-up pre-employment testing; monitors the hiring process and/or testing processes to assure adherence to applicable human resources policies.
- Administers the City's employee benefits programs that include plans such as retirement, disability, health, life, dental, vision, and worker's compensation; regularly reviews programs to ensure they meet the City's requirements; works with external service providers and City management to research options and makes recommendation on program modifications; assists in contract negotiations.
- Conducts salary studies; researches salary and benefit information for use in the collective bargaining process.

- Assists employees and management with the interpretation and correct application of City policies, procedures, and programs; provides advice and assistance regarding employment issues; investigates employee complaints.
- Participates in labor contract negotiation processes with assigned bargaining unit; maintains, reviews, modifies, updates and produces Memoranda of Understanding for each unit during the bargaining process.
- Coordinates and administers the City's safety program; tracks employee safety training; schedules training sessions; reviews and updates safety protocols; monitors compliance with Federal and State rules and regulations; updates the City's Illness and Injury Prevention Program and related documents.
- Makes recommendations for the development and revision of human resources documents, procedures, and forms; assists in the development of policies, regulations, and procedures.
- Conducts special research assignments, gathers data, and prepares reports for consideration by management or special committees.
- Collects and compiles human resources data; prepares or assists in the preparation of monthly, quarterly, and year-end human resources, legal, summary, and technical reports, as directed.
- Consults with supervisors regarding personnel related issues, needs, and services; counsels employees on human resources programs, policies, and processes; explains program provisions, procedures, and eligibility requirements; and assists employees with forms and human resources documents.
- Creates and maintains accurate personnel files which comply with Federal and State rules and regulations.
- Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, processing contracts and agreements, and attending meetings.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of the human resources program administration, including recruitment, selection, classification and compensation, safety, and employee/labor relations.
- Principles and practices of benefits program administration, including medical, dental, retirement and workers compensation programs claims processing procedures.
- Principles and practices of safety program administration.
- Principles and practices of human resources policies and procedures development.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Recent and on-going developments, current literature, and sources of information related to human resources programs.
- Complex record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment which may include, but is not limited to, mobile technology and electronic devices, and software related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Provide specialized support to a wide variety of human resources program areas.
- Administer City benefits and safety programs.
- Develop policies and procedures in assigned program areas.
- Provide specialized support to the bargaining process.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, explain, and ensure compliance with City policies and procedures, complex laws, codes, regulations, and ordinances.
- Effectively represent the department and the City 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 relations.
- Maintain accurate files and records.
- 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.
- Operate modern office equipment including computer equipment and software programs relevant to work performed.
- 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.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be

Equivalent to completion of an Associate of Arts degree in human resources management, business or public administration, or a related field, and four (4) years of technical human resources support experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by date of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; 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 and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer 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 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 frustrated or irritated individuals in interpreting and enforcing department policies and procedures.