

NORTHSHORE FIRE DEPARTMENT

JOB DESCRIPTION

Title:	HR Manager	Number:	2430-A10
Division:	Administration	Effective Date:	September 4, 2018
FLSA Class:	Exempt	Approved By:	Chief Torpin

JOB DESCRIPTION SUMMARY

The Human Resources Manager works as an integral part of the administrative team and is responsible for the administration, coordination, and evaluation of multiple HR functions including recruitment, HR training, performance management, compensation, benefits, leave administration, and a number of other activities that support positive employee relations and key business and HR objectives. Promotes consistent and best practices approaches to positive employee and labor relations, adherence to HR policies, compliance with regulatory and statutory requirements and standards, and carries out project work in support of HR initiatives. Provides guidance to managers, supervisors, and employees on various HR issues and functions as an advocate for non-management employees, providing resources and support as needed; Manage and provide oversight to the daily activities of assigned administrative support functions.

As indicated by the essential functions listed below there is a strong emphasis placed on those activities related to employee relations. In addition to HR related duties there are other administrative functions performed by the individual holding this position. The Human Resources Manager reports to the Fire Chief, has supervisory responsibilities and works in an office environment.

ESSENTIAL FUNCTIONS

Essential functions will vary according to the work environment and may include, but are not limited to, the following:

Provide guidance to the Fire Chief in matters related to employee relations and assist in developing HR goals and objectives.

Develop, recommend, implement and administer HR related policies and procedures.

Counsel managers and supervisors on employee relations issues, conflict resolution, and policy interpretation; coordinate employee relations activities that include assisting managers and supervisors with coaching and counseling techniques, reward and recognition efforts, annual evaluations, investigations, and performance management.

Facilitate the process of formal discipline by managing timelines, pre-disciplinary hearings and ensuring proper documentation has been completed.

Provide counseling for employees concerning job-related issues.

Investigate and respond to employee complaints; assist in the resolution of employee grievances.

Develop and deliver HR training programs in coordination with the Training Division.

Coordinate the recruitment and selection of job applicants; review and screen applicants; participate in interview(s); prepare, coordinate and implement hiring processes with the assistance of outside vendors and other department staff; develop and maintain recruitment

materials; implement strategies to source qualified and diverse candidates to meet position requirements; ensure compliance with government regulations regarding employment.

Conduct new employee orientations and exit interviews with departing employees.

Administer and provide support for employee benefit programs, to include medical, dental, vision, COBRA, disability insurance, life insurance, and health reimbursement accounts; assure benefit programs are administered in compliance with all relevant regulatory statutes; manage the Open Enrollment process (e.g. communication, informational materials, etc.); assist employees who may have questions or concerns regarding benefit programs; develop and maintain benefits-related intranet content.

Manage the leave of absence process and administration including: providing quality customer service to employees and management by researching and resolving leave of absence matters, processing all leave of absence requests and maintaining accurate records.

Direct and supervise the activities of assigned administrative personnel. Direction includes assignment and review of work, providing assistance, evaluating performance, development, and issuing discipline to the level authorized in policy.

Coordinate the administration of workers compensation claims.

Maintain confidential personnel records for all employees.

Maintain job descriptions for all current job classifications within the District; update as necessary.

Conduct salary, benefit and classification analyses; compute and compile survey data and results and make recommendations.

Provide salary or survey information to other agencies as requested.

Assist with the labor negotiations process by collecting and analyzing comparable wage and benefit data and documenting negotiation sessions.

Maintain OSHA accident reports. Maintain records, reports, and logs pertaining to Labor and Industries claims.

Attend Labor/Management and Safety meetings and prepare minutes to document discussion and decisions.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

- Principles and practices of human resources administration;
- Employee benefit program policies, procedures and administration;
- Recruitment and selection procedures;
- Pertinent Federal and State laws and regulations relative to areas of Human Resources, including FLSA, ADA, FMLA, EEOC, and other employment-related laws and regulations;
- Employment and collective bargaining laws, agreements and contracts;
- Business letter writing, basic report preparation, and principles and procedures of record keeping;
- Modern office procedures, methods and equipment;
- Applicable computer software applications.

Skill in:

- Analyzing problems, resolving disputes and grievances, and recommending effective solutions;
- Interacting with others using tact, patience and courtesy;
- Oral and written communication;
- Assessing and prioritizing multiple tasks, projects, and demands;
- Using initiative and independent judgment within established guidelines;
- Strong attention to detail;
- Organization, documentation and record keeping.

Ability to:

- Effectively understand, interpret and apply human resources theory, applicable policies, procedures, laws, and regulations;
- Maintain confidentiality;
- Maintain and establish effective and cooperative working relationships with the District employees, public and public officials and to work as a positive team member;
- Work independently with minimal supervision;
- Identify and properly respond to employee inquiries, complaints, concerns and needs;
- Maintain accurate employee records;
- Adapt to changes in the work environment and to shifts in organizational philosophy and expectations;
- Perform research and present findings in an organized and professional manner;
- Effectively present information to employees and moderate size groups;
- Operate office equipment including computers and supporting word processing and spreadsheet applications;
- Conduct oneself in a professional manner as defined by District policy;
- Complete comprehensive work assignments and meet deadlines;
- Communicate in English clearly, concisely, and effectively, both orally and in writing;
- Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Identify personal opportunities for growth and learning; ability to assume responsibility for continuous professional knowledge and skills.

SUPERVISORY RESPONSIBILITIES

This position supervises assigned employees in Administration.

EDUCATION/EXPERIENCE**Required:**

Bachelors Degree in Human Resource Management, Business Administration or a related field of study AND at least five years of HR experience that includes direct employee relations experiences involving personnel awards and recognitions, investigations, discipline and conflict resolution.

Preferred:

- Experience working in a union environment.
- Previous supervisory experience.

CERTIFICATES AND LICENSES

- A valid Washington State Driver's License is required.
- Certification as a Professional in Human Resources (PHR / SHRM-CP) or Senior Professional in Human Resources (SPHR / SHRM-SCP) from the Society for Human Resource Management (SHRM) or HRCI is preferred.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk and hear; use hands or fingers to handle and feel; and use the telephone and computer while communicating with internal and external clients. Requires manual dexterity and visual acuity to operate a personal computer and other standard office equipment. Employee will sit for several hours each day but will also need mobility and ability to stand and walk for periods of time, reach with hands and arms. Employee may need to lift up to 20 pounds on occasion. This position may require the employee to work under stressful conditions due to deadlines and time constraints.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The work area is a typical office setting. The noise level in the work environment is usually moderate.

SPECIAL REQUIREMENTS

- Ability to pass a pre-employment drug screening examination and any subsequent testing.
- Ability to pass a comprehensive background check.
- Employee must be insurable under the District's existing vehicle and umbrella liability insurance carrier.