	POLICY - ADMIN 100 (2.1.60) **JOB DESCRIPTION** ***Human Resources Director***		
Approved By:		**Original Job Description Date:** 04/23/2026	**Revision Date:** *NEW*
Supersedes:		**See Also:**	

SUMMARY

This is a full-time, exempt, supervisory position reporting to, and at the direction of, the Chief Administrative Officer (CAO). The Human Resources Director (HR Director) is a senior leadership role responsible for providing strategic oversight of all human resources functions within the Department. Reporting directly to the CAO, the HR Director ensures HR programs, policies, and practices align with organizational objectives, regulatory requirements, and labor agreements while fostering a culture of accountability, equity, and high performance. Individuals in this position should demonstrate professional conduct, attention to detail, and a high degree of accuracy. They must handle workflow consistently and efficiently, meet deadlines, follow through on tasks, stay organized, maintain confidentiality of work-related issues and employees' records, comply with health information privacy laws (HIPAA), think independently, and solve problems effectively.

The HR Director acts as a trusted advisor to the CAO and Executive Team, balancing employee advocacy with operational needs, managing sensitive personnel issues, and driving initiatives that support workforce development, organizational effectiveness, and risk mitigation. The role involves working with employees at all levels of the organization and maintaining discretion and confidentiality in job responsibilities. They will also be involved in internal investigations and disciplinary actions when necessary. The HR Director may assume the CAO's responsibilities in their absence, including policy interpretation, workflow oversight, and operational decision-making. It is also expected that the HR Director will work collaboratively with the other Directors, as appropriate, to assist with workload and to share knowledge and experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The essential duties and responsibilities may include, but are not limited to, the following:

Strategic HR Leadership:

- Provide executive-level guidance on HR strategy, workforce planning, recruitment, retention, performance management, succession planning, and employee development.
- Develop, implement, and maintain HR policies, programs, and procedures aligned with laws, regulations, and Department priorities.
- Serve as a trusted advisor to the CAO and Executive Team on employee relations, organizational development, and strategic workforce initiatives.
- Lead organizational initiatives in diversity, equity, and inclusion (DEI) and employee engagement.
- Represent the Department in HR-related negotiations, collective bargaining, and labor relations matters.
- Be a member of the Leadershipi Team and as such, be involved in the Executive Leadership Team.

Employee Relations and Compliance:

- In coordination with the CAO, provide employee relations, conflict resolution, disciplinary processes, and internal investigations with professionalism, discretion, and fairness.
- Ensure compliance with federal, state, and local employment laws, including FMLA, ADA, HIPAA, and other applicable regulations.

- Conduct audits of HR policies, practices, and records to maintain compliance, equity, and operational efficiency.
- Responsible for implementing HR strategies related to performance management, recruitment and retention, total compensation, organizational training and development, employee relations, and leave management under the direction of the CAO.

HR Operations and Administration:

- Supervise HR staff and delegate projects to ensure effective execution of HR programs, benefits administration, payroll coordination, and personnel records management.
- Oversee onboarding, orientation, promotions, performance evaluations, and employee recognition programs.
- Develop and deliver training for leadership and staff on HR best practices, legal compliance, and supervisory skills.
- Manage the Department's HR systems, reporting, and analytics to support workforce planning and decision-making.
- Partner with the CAO, Administrative Director, and other Department leaders to align HR initiatives with operational goals.
- Provide strategic HR insights to support leadership decision-making and organizational change.
- Maintain positive working relationships with employees, the Executive Team, elected officials, and the community at large.
- Will be part of the negotiations team on applicable and appropriate CBA articles and negotiable policies.
- Provides guidance and support to management on employee management and handling challenging situations.
- Develop and deliver training to all levels of the Department in the area of human resource best practices, anti-harassment and other legal compliance areas. Engage with the Training Division to performs other duties as assigned.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty thoroughly and acceptably. Reasonable accommodations may be offered to qualified individuals with disabilities to help perform the essential functions of the position, in accordance with applicable law.
Individuals must satisfactorily complete a criminal history background check. The requirements listed in this job description are representative of the knowledge, skill, and/or abilities required. The employee will strive at all times to excel in the following competencies necessary to accomplish the duties listed.

To perform this job successfully, an individual must be proficient and excel in the following:

Knowledge, Skills, and Abilities:

- Understand and commit to fulfill all essential duties of the position in accordance with the Shoreline Fire Department mission.
- Write, speak and communicate effectively and properly using the English language. Ability to communicate clearly and concisely, both verbally and in writing.
- On an ongoing basis, maintain knowledge of current management and financial principles, statistical analysis, various reporting formats and governmental budget development and reporting expectations.

- On a regular and continuous basis, exercise administrative judgment and assume responsibility for decisions, consequences and results having an impact on people, the organization and quality of service within the assigned area.
- Ability to recognize problems and assess situations, to gather relevant information from a variety of sources and take action. Excellent organizational skills, the ability to manage multiple projects and prioritize workload to meet deadlines. Ability to deal with changing priorities and to shift quickly between projects.
- Strong understanding and competency in employment law, labor relations, and civil service systems.
- Expertise in contemporary HR principles, practices, and procedures.
- Advanced understanding of Federal and State employee leave protections.
- Proven experience and ability to facilitate difficult conversations.
- Prioritize and oversee division responsibilities. Coordinate and fulfill multiple projects and priorities with minimal supervision.
- Excellent interpersonal and conflict resolution skills.
- Demonstrat a high degree of confidentiality with interpsonal communications and sensitive matters.
- Manage difficult and sensitive issues by using tact, diplomacy, and an understanding of the organizational culture.
- Proficiency with HRIS, payroll systems, benefits administration platforms, and Microsoft Office Suite products.
- Ability to work under pressure in a paramilitary, high-stakes environment with various personality types and performance expectations.
- Willingness to be flexible and adapt to Department needs.
- Build and maintain positive team relationships with employees, Executive team, public officials, and citizens. Respect individual values of Department employees and members of the community.
- Commitment to working as part of a team. Strong customer service and interpersonal skills are essential. Ability to communicate effectively at all levels of the organization and with a diverse work force.

Personal Attributes:

Must demonstrate the following personal attributes:

- Demonstrates integrity, professionalism, and ethical leadership.
- Collaborative, approachable, and capable of influencing at all levels of the organization.
- Culturally aware, flexible, and committed to fostering a positive organizational culture.
- Solution-oriented, resilient, and adaptable to change.

Education and/or Experience:

- Bachelor's degree in Human Resource Management, Business Administration, Public Administration, or a related field.
- Supervisory skills and the ability to attract, retain, and motivate professional staff are desirable.
- Experience working in a public sector or labor union environment is desirable.
- Five (5) years of increasingly responsible human resource experience that includes direct responsibility for managing or supervising operations, programs and/or services in one or more human resource functional areas. Four years of staff supervisory, management and budgetary responsibility for a department or major division/functional area within a department.

Certificates, Licenses, Registrations, Other:

- SHRM-CP/SCP or PHR/SPHR certification is required.

Physical Demands & Work Environment:

The physical demands described are representative of those that must be met to successfully perform the essential functions of this position, with or without reasonable accommodation:

- Regularly required to sit for long periods of time, use hands and fingers to handle or feel objects, tools, or controls, reach with hands and arms, ability to speak and hear, and frequently required to stand, walk, stoop, and kneel.
- Regularly lift and/or move up to 10 pounds, and occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
- Work is normally performed indoors in an office environment.
- Emotionally demanding, stressful environment.
- The noise level is usually quiet.

The statements contained herein reflect general details to describe the principal functions of this job, the level of knowledge and skills typically required, and the scope of responsibility, but should not be considered an all-inclusive list of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or to otherwise balance the workload. The omission of specific statements of duties does not exclude them from the position if the work is similar related or a logical assignment to the position.