
HUMAN RESOURCES OFFICER

DEFINITION

Under general direction, performs complex and varied technical, professional, and confidential work required to administer human resources programs, including recruitment, job analysis and classification, compensation, training and development, and employee and labor relations; provides administrative and work-flow support to administrative projects and programs; analyzes Authority administrative practices and procedures and makes recommendations for organizational, operational, policy, and procedural improvements; develops, summarizes, and maintains administrative records; provides consulting services to Authority departments related to all aspects of programs and activities; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant General Manager. Exercises general supervision over assigned staff.

CLASS CHARACTERISTICS

This is a mid-management classification that provides professional support relative to the Human Resources functional area within the Authority with significant cross-departmental influence. Positions at this level oversee, direct, and participate in all activities of Human Resources, including short-and long-term planning, budget preparation, administration, and reporting, and the development and administration of unit policies, procedures, and services. This class assists the Assistant General Manager, General Manager, Board of Directors, and the Authority management team in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work includes performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility and requires the use of considerable independence, initiative, and discretion within established guidelines.

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 typical job functions.

- Plans, manages, and oversees the daily functions, operations, and activities of the Human Resources program; develops and implements program goals, objectives, policies, procedures, and priorities; develop strategies for the achievement of these goals; and ensures applicable laws are considered and followed in daily staff operations.
- Provides technical and functional supervision to assigned staff; reviews and controls quality of work; provides timely and ongoing feedback to assigned staff; writes employee evaluations.
- Oversees recruitment and hiring process and candidate quality control; directs and oversees new hire orientation and onboarding; researches and implements retention initiatives and coordinates employee engagement activities and events.

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- Performs job analysis and classification studies of new and existing positions; writes new and updates existing classification specifications as appropriate; conducts compensation studies for new and existing positions, participates in the development, implementation, and administration of compensation strategies and programs; responds to external compensation surveys.
- Prepares, tracks, and manages employee performance reviews; oversees the maintenance of HRIS database and other related databases and personnel files; tracks staff training, development, overtime, and disciplinary actions.
- Assists employees and management with the interpretation and correct application of Authority policies, procedures, and programs; provides advice and assistance regarding employment issues; investigates employee complaints.
- Administers the Authority's multi-tiered employee benefits programs, including plans such as retirement, health, life, dental, vision, long-term disability, employee assistance program, and Consolidated Omnibus Budget Reconciliation Act (COBRA); acts as liaison with various third-party benefits administrators and health carriers and responds to employee and retiree questions and complaints.
- Manages the Salary Position Pay Plan; researches cost of living adjustment recommendations; prepares salary and benefit cost analysis for budget purposes; prepares mid-year staffing analysis; and reviews and supports payroll and timesheet processing in conjunction with accounting.
- Manages office vendor relationships, contracts, engagements, responsibilities, and effective execution; ensures all office, operational, technological, and administrative needs are met by creating regular vendor and staff check-ins; maintains office equipment, leases, and service contracts; assists in procurement activities for operational equipment ensuring appropriate licensing and compliance; maintains all relevant records and documentation.
- Oversees management of contracts for services; initiates solicitations to provide materials and services; facilitates pre-proposal meetings; coordinates and participates in the evaluation of submittals; drafts and reviews terms and conditions of agreements; negotiates and executes contracts; oversees review of documents, reports, and other work products prepared by consultants and provides feedback and corrections; assists assigned staff with analysis and problem resolution for consultant issues that may arise.
- Acts as the Authority Risk Manager including managing insurance policies and claims; creates monthly reports documenting workers compensation and safety; researches and implements policies to meet operational needs related to risk management; manages insurance renewal and other key business-required documentation.
- Prepares and administers budgets for the Authority's Human Resources programs; forecasts additional funds needed for staffing, consultants, contractors, equipment, materials, and supplies; and makes recommendations for program development including staff development and training.
- Conducts a variety of organizational and operational studies, investigations, and special projects; serves as a project manager for special projects as assigned; provides complex staff assistance to the Assistant General Manager; prepares staff reports for a variety of interdisciplinary committees and boards as requested.
- Attends meetings, conferences, workshops, and training sessions and reviews publications and materials to remain current on human resource policies, regulations, procedures, and new developments; prepares reports of changes to management and provides recommendations on implementation and impact of changes.
- Performs other duties as assigned.

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QUALIFICATIONS

Knowledge of:

- Principles, practices, and techniques of human resources in a public agency setting, including recruitment and selection, equal employment opportunity, and affirmative action; job analysis and classification; compensation analysis and administration; training and development, employee and labor relations, including negotiations and the interpretation of laws, regulations, policies, and procedures.
- Budget development, contract administration, Authority wide administrative practices, and principles of risk management related to the functions of the assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles, practices, methods, and techniques of planning, developing, and administering risk management programs, particularly related to ensuring adequate general and financial liability protection.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned programs.
- Methods and techniques of conducting research, developing technical and administrative reports, and business correspondence.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility, including the Authority's personnel policies and procedures and related contracts and documents.
- Record keeping principles and procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively interacting with staff, representatives of outside organizations, and members of the public, including individuals of diverse socioeconomic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Conduct complex research projects on a wide variety of human resources topics, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.

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- Interpret, explain, and ensure compliance with Authority policies and procedures, complex laws, codes, regulations, and ordinances.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Maintain accurate files and records.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Assist in the preparation and administration of assigned budgets; allocate limited resources in a cost-effective manner as directed by a manager.
- Make accurate arithmetic, financial, and statistical computations.
- Effectively represent the Authority in meetings with community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Demonstrate sensitivity to and understanding of the diverse socioeconomic, cultural, physical ability, and ethnic backgrounds of individuals encountered in the execution of Authority services and mission.
- 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.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- 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 graduation from an accredited four-year college or university with major coursework in human resources management, business or public administration, or a related field and five (5) years of progressively responsible experience in human resources administration.

Licenses and Certifications:

- None.

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 Authority 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 in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter 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.

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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 upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

EFFECTIVE: September 2021

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