
OFFICE & HUMAN RESOURCES ADMINISTRATOR

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; performs research and analysis; provides consulting services to Authority departments related to all aspects of programs and activities; fosters cooperative working relationships among departments and acts as a liaison with various community, public, and regulatory agencies; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Director of Administration and Finance. May exercise general, technical and/or direct supervision over administrative and office support staff.

CLASS CHARACTERISTICS

This is a professional level classification that performs a full range of office management and human resources duties. Works independently, and exercising judgment and initiative receiving only occasional instruction or assistance as new or unusual situations arise and is 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 typical job functions.

- 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.
- Makes recommendations for the development and revision of human resources documents, procedures, and forms; assists in the development and maintenance of policies, regulations, and procedures; ensures applicable HR laws are considered and followed in daily staff operations.
- Partners with Director of Finance and Administration in researching, updating and improving Agency, Administrative and HR policies and procedures.
- Tracks staff training and development.
- Oversees recruitment and hiring process and candidate quality control; responsible for new hire orientation and onboarding.
- Performs job analysis and classification studies of new and existing positions; writes new and alters existing classification specifications as appropriate; conducts compensation studies for new and

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- existing positions, participates in the development, implementation, and administration of compensation strategies and programs; responds to external compensation surveys.
- Creates monthly HR reports documenting workers compensation, safety, overtime, disciplinary actions, and complaints.
 - Administers the District'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.
 - Monitors leave of absence programs, ensuring legal compliance; reviews and analyzes FMLA applications; makes recommendations and develops employer response; interprets human resources policies and procedures with regards to benefit, paid, and un-paid time off options for employees; educates employees and managers on policy and legal compliance regarding leave of absences.
 - Responds to employee and retiree questions and complaints; interfaces with third-party administrators to resolve claims appeals and provides guidance in policy interpretation and plan documents.
 - Maintains office equipment, leases, and service contracts.
 - Ensures all office operational, technological, and administrative needs are met by creating regular vendor and staff check-ins
 - Manages office vendor relationships, contracts, engagements, responsibilities and effective execution including, but not limited to, IT, telephone, utilities, facilities, Remote Employee Access, and security.
 - Prepares, tracks, and manages employee performance reviews.
 - Maintains HRIS database and other related databases and personnel files.
 - Provides complex staff assistance to the Administrative Services Director; prepares staff reports and other necessary correspondence.
 - Conducts a variety of organizational and operational studies, investigations, and special projects; recommends modifications to assigned programs, policies, and procedures, as appropriate.
 - Manages insurance renewal and other key business-required documentation.
 - Provides a high level of customer service to both external and internal customers; provides information to District staff, other organizations, and the public, requiring the use of judgment and the interpretation of complex policies, rules, procedures, and ordinances.
 - Maintains office facilities and space design; including furniture, equipment, vendor and consultant management.
 - Performs other duties as assigned.

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.

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- 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 the operations of the assigned programs.
- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications 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 District staff.

Ability to:

- 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.
- Interpret, explain, and ensure compliance with District policies and procedures, complex laws, codes, regulations, and ordinances.
- Effectively represent the department and the District 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 specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Effectively use Microsoft Office (Word, Excel, and PowerPoint)
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- 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 three (3) years of professional experience in human resources administration.

Licenses and Certifications:

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

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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 District 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.

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: April 2015

REVISED: N/A

FLSA: Non-Exempt