

DEPUTY HUMAN RESOURCES DIRECTOR

Position Code: 3421
WC Code: 9410
FLSA Status: Exempt
Pay Grade: 360
Location: Human Resources
Approval Date: 2019

General Statement of Duties

Provides principal assistance to the Human Resources Director in the leadership, strategic planning, managing and evaluating department programs, functions and activities to ensure alignment with Town and departmental goals.

Distinguishing Features of the Class

An employee in this class reports directly to the Human Resources Director and assumes the duties of the Director in her/his absence. In doing so, this position provides expert functional guidance to the organization, individual managers and employees, to ensure that affected human resource systems operate in an optimally effective manner to support the strategic goals established by the Town. Major functional areas of responsibility include: professional development; organizational development, including job description development and review; skills-gap and training initiatives for succession planning; performance management; employee retention; and overall management of the wellness program, volunteer program and compensation and benefits. Work requires an understanding of organization development, human behavior; the laws and regulations affecting the human resources management field, considerable judgment and initiative in the development of programs and policy interpretation and application, and sound judgment in maintaining confidentiality regarding personnel actions. Work is evaluated by discussion, reports, observation, and feedback from managers and employees.

Duties and Responsibilities

Provide broad support to the Human Resources Director, including assumption of duties and responsibilities in the Director's absence.

Support HR Director in ensuring compliance with state and federal laws, including the Americans with Disabilities Act; Family and Medical Leave Act; Department of Transportation Drug and Alcohol Testing requirements; and other employment laws, such as Title VII, Fair Labor Standards Act, Sexual and Discriminatory Harassment, etc.

Manage and maintain the Town's pay and classification system. Review submitted position descriptions; counsel managers and employees on job design issues; prepare materials for annual pay & classification studies; and lead study process.

Assist in Departmental Reorganization and Organizational Development efforts, including job design, work flow, manpower planning, and succession planning.

Review current Performance Management program and revise/update as necessary to ensure the goal of providing supportive feedback and performance goals to all employees on a regular basis. Determine skill and operations gaps and develop training programs and protocols to address.

Manage and coordinate the Town's professional development program, including training staff on a variety of soft skill topics, bringing in outside contractors, and individual career pathing.

Manage a variety of Town HR programs including: Health and Wellness, Mooresville Volunteer Program (MVP), both DOT and Non-DOT Drug & Alcohol Testing, New Hire Orientation, FMLA and the ADA.

Manage employee benefits, including assisting with provider contracts, conducting open enrollment meetings, educating employees on the Town's benefit package, facilitating employee retirement planning and employee benefit problem resolution.

Assist with employee relations: counsel and guide department managers and supervisors in handling employee problems, questions, and discipline. Counsel and guide employees with personal and work-related problems. Mediate conflicts.

Handle the coordination and/or execution of sensitive and complex special projects, and related duties as assigned.

Insures compliance with all federal, state, and local laws, regulations, and guidelines; maintains vigilance on court cases and legislation; researches and implements.

Supervises assigned staff.

Performs other duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Considerable knowledge of the theory, principles and practices of human resource management in the public sector, including the functional areas cited, and human behavior.

Highly effective oral and written communication skills.

Expert interpersonal, negotiation and leadership skills.

Analytical ability and problem-solving skills.

Computer skills (word processing, spreadsheets, databases, internet).

Deductive and inductive reasoning skills.

Creativity.

Highly-tuned “radar” for red-flags.

Ability to multi-process and continuously adjust priorities.

Understanding of the value of a diverse workforce, and dedication to ensuring equal opportunity in all aspects of employment.

Considerable knowledge of the trends and modern technology now being implemented in the human resources fields.

Considerable knowledge of human resource management information systems.

Some knowledge of organization development and organizational psychology.

Some knowledge of principles of organization and management and statistical concepts and methods.

Ability to establish and maintain an effective personnel program, and to provide management with cost projections, statistical trends, program accomplishments and recommendations for implementing innovative programs.

Ability to develop long term plans and goals for the human resources programs.

Ability to maintain the confidentiality of personnel records and discussions.

Ability to establish and maintain effective working relationships with other officials, department heads, employees, and the public.

Ability to be innovative and creative in designing new programs, proposing policy changes, and recommending motivational and organizational development to managers.

Skills in problem-solving, conflict resolution, and group facilitation.

Physical Requirements

Must be able to perform the basic life operational skills of, fingering, grasping, talking, hearing and repetitive motions.

Must be able to perform light work, exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force constantly to lift objects.

Must possess the visual acuity to prepare and analyze data and figures, perform accounting tasks, operate a computer terminal, and do extensive reading.

Minimum Education and Experience

Bachelor's degree from an accredited four-year college or university with a major in Human Resources, Public Administration, Business Administration, or related field; five to seven years increasingly-responsible recent work experience in HR with at least two years in a supervisory role; Human Resources Certification; or an equivalent combination of education and experience. Public sector experience and a related master's degree is preferred.

Special Requirements

To effectively perform required responsibilities, regular attendance is required. May be required to attend evening meetings and/or work outside of normal business hours for emergencies or to address employee matters.

Possession of a valid NC driver's license, or the ability to obtain one, and a safe driving record as determined by the Town's Driving Standards.