

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Division Director - Human Resources	Job Code: 1303
Date: September 6, 2017	EEO Code: OA
FLSA Designation: Exempt	Civil Service Status: Covered (UNC)

DEFINITION: This is professional direction and administration of the Human Resources Division in the Administrative Services Department which is responsible for the professional development and implementation of comprehensive City-wide human resources programs.

CLASSIFICATION STANDARDS: The single position allocated to this classification is responsible to the Administrative Services Director for the effective, efficient, and professional direction of all human resources programs and performs all tasks under very general direction. This work is distinguished by its responsibility to oversee City-wide human resources programs.

ESSENTIAL DUTIES: Oversee the development, implementation, and administration of all City-wide human resources programs including recruitment, testing, selection, employee relations, classification, compensation, City-wide employee training, Workers' Compensation, benefits, payroll, EEO/Affirmative Action, employee records management, performance appraisal, new employee orientation, and other related employee services; monitor and ensure compliance with State and Federal employment and labor laws.

Formulate and recommend City-wide policies and procedures to govern all aspects of human resources administration; advise and recommend solutions and policy changes to departments and City Administration on human resources issues; as needed, meet with and advise employees at all levels on a variety of sensitive and confidential matters; conduct confidential investigations; prepare and submit reports to City Council and City Administration as required; research, develop, and submit a timely and accurate division budget and monitor it throughout the fiscal year; prepare and present various statistical and analytical reports; may represent the Human Resources Division in meetings and on boards.

Supervise, plan, and coordinate the work of assigned personnel including workload scheduling and workflow coordination; oversee staff training; ensure work is completed accurately and efficiently; identify, evaluate, and resolve personnel concerns; conduct performance evaluations and enact rewards and discipline if needed; make staffing decisions within the division including the hiring and firing of personnel; maintain and review all reports, work records, work specifications, and appropriate documentation relating to human resources; perform other related duties as required.

MINIMUM REQUIREMENTS: Bachelor's degree in Human Resource Management, Public or Business Administration or related field and seven (7) years of comprehensive professional human resources work **OR** an equivalent combination of job-related education and/or experience [substituting each one (1) year of post-secondary education/training for six (6) months of experience]. Master's degree in Public or Business Administration, Organizational Behavior, or related field preferred.


License(s)/Certification(s): A valid, lawful Driver's License is required. Professional HR Certification desirable.

SELECTION FACTORS: *Knowledge of:* typical municipal organization and functions; practices and principles of human resources administration and management; applicable Federal and State laws governing human resources, including extensive knowledge of ADA, ADEA, Title VII, FMLA, FLSA, and other relevant employment and labor laws, regulations, and rules; current policies and practices as they relate to wage administration, position classification, and merit systems; investigative methods and techniques; modern management and supervisory principles; current human resources management cloud and computer-based software systems; the operations, functions, and terminology common to the work; basic English composition, spelling, and grammar. *Skill in:* conducting fair and competitive recruitment and selection processes; conducting complex research; preparing and presenting complex concepts and data in an easy to understand manner; conducting confidential investigations and in handling sensitive issues; basic computer operations; practicing trust-building behaviors. *Ability to:* plan, organize, and direct a major staff function; develop, submit, and administer a large division budget; quickly and accurately perform work; evaluate programs and procedures; exercise independent judgement while evaluating situations and in making determinations; organize assigned work and develop effective work methods; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; demonstrate a high level of commitment to the principles of positive customer service; communicate effectively both verbally and in writing; formulate and administer policies and procedures to govern all phases of human resources administration.

TOOLS AND EQUIPMENT USED: Computer, office machines/equipment, motorized vehicle as needed, basic software and word processing programs, various software programs specific to human resources including ability to navigate a basic HRIS.

PHYSICAL DEMANDS: Requires sitting at a computer or desk for extended periods of time while maintaining concentrated attention to detail.

ENVIRONMENTAL FACTORS: Primarily inside office work. May include exposure to high stress situations or environments, including contact with the public, applicants, and/or employees in confrontational or emotionally charged circumstances.



 Department Director

8/5/17

 Date



 Mayor/Chief Administrative Officer

9/4/17

 Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.