

HUMAN RESOURCES OFFICE SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for assisting the Director of Human Resources with administering human resource functions for the City. The incumbent also develops strategic plans to improve department efficiency. The work is performed under the general direction of the Director, with considerable leeway allowed for the exercise of independent judgment in carrying out the details of the work. Supervision is exercised over subordinate staff.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Directs and evaluates the work of professional and technical human resources staff members;
- Provides technical expertise to staff and establishes section and staff work programs and objectives;
- Plans, assigns and reviews the work of staff members performing a variety of human resources functions and recommends changes in practices and procedures to increase operating efficiency and expedite work flow;
- Trains new staff members in human resources techniques and methodologies;
- Orients staff with appropriate laws, policies, regulations and procedures, and ensures that work conforms to standards, regulations and laws;
- Reviews new policy proposals or revisions and makes recommendations about their effectiveness;
- Serves on committees and builds and maintain effective relationships with managers and other stakeholders, in order to discuss and resolve issues/concerns, exchange information, and recommend changes to improve human resources programs and services;
- Ensures that staff prepare comprehensive records, report and documentation that complies with standards and requirements;
- Develops or modifies work plans, methods, and procedures and determines work priorities;
- Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion;
- Resolves problems encountered during daily operations and determines standards for problem resolution, including escalations from internal and external clients;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of the overall operations of a human resources department;
- Good knowledge of labor relations, training, employee grievance procedures, public relations activities, health insurance and retirement processes;
- Good knowledge of practices, policies and procedures of public personnel administration;
- Working knowledge of personal computers and office software/equipment;
- Ability to plan, organize, coordinate, administer and evaluate the effectiveness of program plans and provision of services related to human resources;
- Ability to plan and supervise the work of others;

- Ability to establish and maintain effective working relationships with others;
- Ability to communicate clearly and effectively in routine and stressful situations;
- Ability to organize and maintain accurate records and files;
- Good judgment;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree (or higher) in Business Administration, Public Administration, Business Management, Human Resources Management or a related field and six (6) years of paid, full-time experience (or its part-time equivalent) in human resources or public administration, with two (2) years of supervisory experience; **OR**
- B. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in Business Administration, Public Administration, Business Management, Human Resources Management or a related field and eight (8) years of paid, full-time experience (or its part-time equivalent) in human resources or public administration, with four (4) years of supervisory experience.