

**JULY 2023**  
**FLSA: EXEMPT**  
**CONFIDENTIAL POSITION**

## **HUMAN RESOURCES MANAGER**

### **DEFINITION**

Under general direction, assists the Director of Human Resources to plan, organize, manage, and provide administrative direction for of the Housing Authority's human resources functions, including human resources administration, employee relations, benefits, employee related risk management, and training. Provides highly responsible and complex professional assistance to the Director of Human Resources in areas of expertise and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from Director of Human Resources. Assists the Director of Human Resources to provide leadership, and technical direction to assigned professional, technical, and administrative support staff.

### **CLASS CHARACTERISTICS**

This is a professional level class assigned to Human Resources. This class provides assistance to the Director of Human Resources in a variety of administrative, coordinative, analytical, and advisory capacities. The incumbent is responsible for a wide range of analytical and management tasks and projects serving various departments and programs. Successful performance of the work requires knowledge of human resources, public policy and Housing Authority functions and activities. Responsibilities include managing and overseeing the complex and varied programs, projects, and activities of the assigned function. The incumbent is accountable for accomplishing relevant planning and operational goals and objectives and for furthering Housing Authority goals and objectives within general policy guidelines. This position functions independently and refers matters to the Director of Human Resources in unusual situations, such as when there is a detailed or nuanced project and/or the potential of legal liability. The Human Resources Manager differs from the Director of Human Resources in that the latter has overall responsibility for the full range of human resources (HR) work for the agency.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.*

- Assists in the human resources (HR) management functions including human resources administration, employee relations, risk management, training, leave management, occupational safety, workers' compensation, recruitment and selection, employee benefits administration, job analysis and classification, compensation, and general human resources administration.
- May coordinate with Finance Department staff on payroll policies, procedures, and operations, including payroll software.
- May coordinate with the Director of Administrative Services and Risk Control Manager on agency safety issues that relate to employees including revision and implementation of safety policies and procedures and planning of safety training activities.
- Provides assistance to management, supervisors, and staff in the interpretation of human resources policies and procedures and processing of employee grievances; serves in an advisory capacity to management and supervisors in managing employee relations and performance issues.
- May draft, update and implement standard operating procedures (SOPs) for all areas of the departments' functions.
- Stays abreast of best practices in HR. Attends trainings and consults with legal counsel as needed and approved by the Director of Human Resources and the Executive Director/Deputy Executive Director to clarify legislation or regulatory guidance, resolve issues and minimize risk to the Agency.
- Maintains and directs the maintenance of personnel and departmental files, both paper and electronic.
- Oversees the development of consultant requests for proposals and bids for professional services and the advertising and bid processes; evaluates proposals and recommends project award; may coordinate with legal counsel to determine Housing Authority needs and requirements for contractual services; negotiates contracts and agreements and administers same after award, including monitoring of services and expenditures.
- Reviews the implementation of goals, objectives, policies, procedures, and work standards for the department in conjunction with the Director of Human Resources.
- Contributes to the agency's work towards and commitment to developing a diverse, equitable and inclusive (DEI) work environment.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Contributes to the overall quality of the Housing Authority's service by assisting the Director of Human Resources with the implementation of policies and procedures to meet legal requirements and Housing Authority needs.
- May participate in the development and administration of the Housing Authority's annual budget, including annual budget for staffing and benefits.
- May monitor changes in laws, regulations, and technology that may affect the Housing Authority, human resources, or departmental operations; may recommend policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Director of Human Resources.

- May represent the relevant work functions to other Housing Authority departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities.
- May assist with responses to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Participates in and makes presentations to a variety of boards and commissions, as directed.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations as they relate to the area of assignment.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles, practices, and techniques of human resources management.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility including those specific to employment.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of public agency administration.
- Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Principles and procedures of record-keeping, technical report writing, and preparation of correspondence and presentations.
- 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 Housing Authority staff.
- Organization and management practices as applied to the analysis and evaluation of assigned programs. Applicable laws and regulations including those related to fair housing, local housing codes, and guidelines enforced by the Department of Housing and Urban Development.
- Business letter writing and the standard format for reports and correspondence.
- Business mathematics and basic statistical techniques.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work, including word processing, web design, database, and spreadsheet applications.
- 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 Housing Authority staff.

### **Ability to:**

- Develop and implement goals, objectives, procedures, work standards, and internal controls for assigned program areas.

- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer a variety of human resources and related administrative activities.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- 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.
- 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 business administration, public administration, or a related field.  
*And,*
- Four (4) years of human resources professional administrative and management support experience, preferably in public agency government. Housing related experience is strongly desirable, along with some supervisory experience.
- Proficiency in one of the Housing Authority's LEP languages (Spanish, Vietnamese, Chinese or Tagalog) is preferred but not required.

#### **Licenses and Certifications:**

- Possession of, or ability to obtain, a valid driver's license by time of appointment is required. Must be able to be insured under AHA's owned automobile insurance policy.

#### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person 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.