



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title: Human Resources Manager
Reports To: Director of Human Resources
Division: Human Resources

Position Code.: 1128-120
Classification: Exempt
Date: 03/2024

JOB SUMMARY:

Under general direction, performs professional level activities related to human resource management, including talent acquisition, employee retention, compensation and classification management, performance development, employee relations, policy development, communication and implementation, and regulatory compliance.

ESSENTIAL JOB FUNCTIONS:

- Supports human resources services including talent acquisition, staffing agencies, employment processing, compensation, records management, employee relations and retention, regulatory compliance, employee performance tracking, and personnel transactions.
- Oversees talent acquisition processes and procedures, including sourcing, assessing, interviewing, hiring and onboarding.
- Maintains and updates compensation strategy and classification plan, including conducting job evaluations and market analysis.
- Compiles and verifies complex and/or technical information for processing; prepares reports, charts or tables from general specifications to present information in an easy to read format; researches and assembles a variety of data from office records for incorporation into various reports.
- Performs special assignments as requested, to include conducting and responding to surveys, researching and preparing reports and projects, developing and implementing programs, and presenting technical data to the Director of Human Resources and other administrators.
- Manages all phases of the performance development program and recommends revisions as necessary.
- Maintains all organizational job descriptions, working with human resources staff to insure documents are current, accurate and compliant with applicable laws.
- Investigates employee issues, concerns and conflicts in accordance with policies, procedures, and applicable laws and makes final recommendations to Director of Human Resources.
- Provides employee and management counseling regarding policies, employee issues and legal requirements.
- Provides guidance to the Learning and Development Department on training modules for supervisors on legal and effective communication with employees.
- Monitors and advises managers and supervisors in the progressive discipline process and performance improvement plans for non-performing employees.
- May assist in the development and ongoing maintenance of human resources policies and procedures.
- Maintains confidentiality of all personnel related information, inquiries and actions.
- Assists in the preparation of the departmental and system-wide salaries and benefits budgets.
- Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including: scheduling, managing and approving payroll time entries, approving leave requests for direct reports; planning, assigning and directing work; communicating with staff; monitoring and appraising performance; addressing complaints and resolving problems; providing coaching and mentoring for direct reports; and training staff as necessary on basic job functions.
- Complies with federal, state, and local legal requirements by studying existing and new legislation; anticipating legislation; enforcing adherence to requirements; advising management on needed actions.
- Serves as the department records coordinator in accordance with applicable Library policy and procedures.
- Participates in the development, implementation and maintenance of the Library's safety program.
- Interfaces with managers, supervisors, internal teams, vendors and external agencies regarding human resource management related issues.
- Assists in the recruiting, interviewing and selecting of departmental personnel.
- Maintains current knowledge of workplace and human resources management trends and professional concerns through reading relevant professional materials, attendance at meetings, workshops, conferences, and seminars and personal contact with other HR professionals.
- Provides excellent customer service.
- Champions the Library's strategic goals and initiatives with the system's mission, vision and core values in mind.

- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library customers' records and the code of professional ethics.
- Performs other related duties as assigned.

FREQUENCY OF TRAVEL REQUIREMENTS:

- Occasional travel to other library locations
- Occasional travel within the state or nationally for appropriate professional development and networking .

INTERACTION:

- Interaction with all levels of staff, Commission members and the general public.

MATERIAL AND EQUIPMENT USED:

- Computer(s)/Printer(s)
- General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- Bachelor's degree from an accredited college or university in human resource management, business or public administration, or closely related field; and
- Four or more years of professional experience in human resource management or related discipline;
- Intermediate to advanced skills using Microsoft Office products Word, Excel, PowerPoint and Outlook. and experience with Human Resources Information Systems (HRIS).
- Two or more years of personnel management experience.

Licenses and Certifications:

- SHRM-CP® and/or PHR®

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Master's degree from an accredited college or university in human resource management, business or public administration, or closely related field.
- Experience working on projects related to organizational culture and teamwork.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Talent acquisition, compensation strategy, performance development, employee relations, regulatory compliance and safety practices.
- Human resource management practices, standards and federal, state and local laws relating to employment practices.
- All computer applications and hardware related to performance of the essential functions of the job.
- Administration and supervision of staff and activities.
- Record keeping, report preparation, filing methods and records management techniques.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Standard business arithmetic, including percentages and decimals.
- Budgetary principles and practices.

Skill in:

- Making sound recommendations based on factual information.
- Identifying alternatives, negotiating outcomes and resolving conflict effectively.
- Preparing clear and concise reports, correspondence, and other written materials.
- Conveying excellent oral and written communication including formal presentations.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Supervising and motivating staff and providing for their training and professional development.

Mental and Physical Abilities:

- Ability to develop innovative methods to achieve desired results.
- Ability to manage projects and multiple priorities simultaneously.
- Ability to concentrate and pay close attention to detail with constant breaks in concentration.
- Ability to maintain confidentiality.
- Ability to travel to various locations and access to reliable transportation to do so.
- While performing the essential functions of this job the employee is frequently required to move from place to place, speak and hear.
- While performing the essential functions of this job the employee is occasionally required to bend, stoop, crouch, crawl, kneel, and lift and/or move up to 25 pounds.

SUPERVISORY RESPONSIBILITY:

- This position supervises multiple departmental staff.

WORK ENVIRONMENT:

- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.
- Occasional evening or weekend work required.
- This position is eligible for Core and Emergency telework.

SUMMARY STATEMENT:

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.