

Senior Human Resources Generalist

SUMMARY/PURPOSE

To provide high-level professional human resources services to the staff and employees of the City of Duluth.

DISTINGUISHING FEATURES OF THE CLASS

The work of a Senior Human Resources Generalist differs from Human Resources Generalist in the degree of complexity of assignments, experience, depth of knowledge and ability to work with a high degree of independence. Employees at this level are fully aware of the operating procedures and policies of the work. They conduct comprehensive and complex projects requiring greater technical and analytical skill and considerable independent judgment. The Senior HR Generalist will provide direction and training to other HR Generalists and HR Technicians in division.

SUPERVISION RECEIVED

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments, including suggested work methods or advice on source material available.

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees or projects that require delegation and direction over the work of others.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Develop job descriptions and perform job point factor evaluations to support recommended compensation for classifications.
2. Ensure compensation and classification administration guidelines are consistently applied and identify areas for clarification, improvement, or modification.
3. Perform job audits to determine proper classification of positions.
4. Manage recruitments from start to finish including development of exams, postings, reviewing application materials, setting up exams, creating interview questions, scheduling interviews, and making job offers.
5. Provide guidance to managers and supervisors on disciplinary and grievance issues to ensure compliance with rules, policies, and procedures.
6. Oversee and conduct fact-finding investigations related to grievances, accusations of policy violation, and other complaints.
7. Provide interpretations of policies, procedures, contracts, and Civil Service Code.
8. Assist management with preparing written disciplinary notices and grievance responses.
9. Assist in preparations for labor contract negotiations by gathering information, analyzing effects of recommended proposals, recommending initiatives for contract changes, and drafting proposal language when necessary.
10. Assist with the development of organizational development strategies including quality improvement, performance enhancement, performance needs analysis, and making training recommendations.
11. Create and/or administer surveys to determine training needs.
12. Perform organizational studies of departments or divisions to determine areas for improvement.
13. Provide coaching and direction to management in performance appraisal and handling performance problems.
14. Assist with the development and presentation of training programs for management and other employees.
15. Administer leave management programs, including FMLA and non-FMLA medical, short- and long-term disability, interactive process meetings, and scheduling fitness for duty evaluations as needed.

16. Oversee activities of new employees on specific assignments or within an area of expertise, review their technical work, train and recommend corrections or revisions as needed.
17. Act on behalf of management in making public presentations, providing input to policy making bodies, or on other related matters as required.
18. Testify at hearings on matters related to specific assignments or areas of technical expertise.
19. Represent employer on intergovernmental committees and task forces as assigned.
20. Lead complex projects that support human resources initiatives in assigned departments and/or across the organization.
21. Provide consultation to employees at all levels to address complex employment issues.
22. Assist with applicant tracking, position control, benefits plan administration, and other HRIS records maintenance activities as necessary.
23. Assist with preparation of compliance reports, and compile data required by management for the development of contract proposals.
24. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
25. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
26. Provide training on new or modified procedures and policies to all affected parties.
27. Coordinate and perform human resources functions and programs for the City.
28. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
29. Provide input on decisions regarding the hiring processes and onboarding procedures of personnel.
30. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
31. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Bachelor's Degree in Human Resources, Business Administration, Psychology or a related professional field, and five (5) years of full-time, experience in a Human Resources Generalist role; OR a minimum of nine (9) years of related education and/or full-time, verifiable professional human resources experience.
 - B. Public Sector Human Resource experience preferred.
2. License Requirements
 - A. Certification by the Human Resource Certification Institute (HRCI) as PHR, GPHR, or SPHR or Society of Human Resource Management (SHRM-CP or SHRM-SCP) preferred.
3. Knowledge Requirements
 - A. Advanced knowledge of job analysis and job classification techniques and procedures.
 - B. Considerable knowledge of test development.
 - C. Advanced knowledge of the principles, practices, and application of labor relations and collective bargaining, and of labor law and regulations.
 - D. Knowledge of workers' compensation law, sick leave and disability management techniques, and their effective use and application
 - E. Advanced knowledge of performance management and the effective use of metrics in that application.

- F. Knowledge of the Equal Employment Opportunity Commission (EEOC) Uniform Guidelines on Employee Selection Procedures.
 - G. Knowledge of federal and state laws and regulations related to human resource management.
 - H. Knowledge of Public Employees Labor Relations Act (PELRA).
 - I. Advanced knowledge of City of Duluth Civil Service Code and labor agreements.
 - J. Knowledge of the principles and practices of public administration and personnel management.
 - K. Knowledge of problem-solving and conflict-resolution techniques.
 - L. Knowledge of applicable safety requirements.
 - M. Knowledge of, or the ability to learn, City policies and procedures.
 - N. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - O. Knowledge of effective leadership and personnel practices.
4. Skill Requirements
- A. Skill in interpersonal communication.
 - B. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - C. Skill in managing one's own time and the time of others.
 - D. Skill in completing assignments accurately and with attention to detail.
 - E. Skill in mediation and dispute resolution.
 - F. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
5. Ability Requirements
- A. Ability to communicate on a one-to-one basis and before groups to obtain or provide information.
 - B. Ability to work independently and complete assignments from minimal information or under general instructions.
 - C. Ability to work under pressure of time and conflicting demands.
 - D. Ability to work efficiently and effectively while working on multiple projects at one time.
 - E. Ability to read and comprehend complex materials, often involving legal and technical matters in which the individual has little background or knowledge.
 - F. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - G. Ability to communicate and interact effectively with members of the public.
 - H. Ability to communicate effectively both orally and in writing.
 - I. Ability to recognize, analyze, and solve a variety of problems.
 - J. Ability to organize and prioritize work while meeting multiple deadlines.
 - K. Ability to handle difficult and stressful situations with professional composure.
 - L. Ability to work successfully as a member of a team and independently with minimal supervision.
 - M. Ability to train and lead others.
 - N. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
 - O. Ability to enforce safety rules and regulations.
 - P. Ability to maintain confidential information.
 - Q. Ability to demonstrate dependability, responsibility, and consistency in job performance.
 - R. Ability to attend work as scheduled and/or required.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

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