



May 2007
FLSA: EXEMPT

HUMAN RESOURCES COORDINATOR

DEFINITION

Under general supervision, performs technical and professional, detailed, and confidential work required to administer Human Resources programs, including recruitment, job classification, compensation, employee benefits administration, and employee relations; performs research and analysis; provides consulting services to Town departments related to all aspects of human resources activities; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Administrative Services Manager. May exercise technical and functional direction over lower-level staff.

CLASS CHARACTERISTICS

This is the professional-level class in the human resources series that analyzes and makes independent recommendations regarding the solution of problems related to the design, development, implementation, and administration of human resources management programs. Responsibilities include extensive staff, public, and organizational contacts. Incumbents provide a professional-level resource for organizational, managerial, and related analyses and studies. This class is distinguished from the Administrative Services Manager in that the latter has overall responsibility for all human resources programs and functions and for assisting in developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

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

When performing the recruitment assignment:

- Coordinates and implements recruitment processes for Town departments; confers with departments to ascertain departmental needs; conducts position audits; modifies position descriptions; coordinates and/or produces recruitment flyers, and position announcements; screens resumes and applications; identifies qualified applicants.
- Develops, coordinates, administers, and evaluates oral and written examinations and their results, including compiling test scores, preparing eligibility lists and candidate information, and coordinating follow-up pre-employment testing.

- Monitors hiring process and/or other testing processes to assure adherence to applicable human resources policies; coordinates and/or conducts oral interviews, establishes eligibility lists, and assists departments in extending job offers.
- Conducts employee orientation sessions for new-hires and employee exit interviews for separating employees.
- Monitors compensation programs.
- Analyzes requests and assignments related to organizational structure, salary levels, classification, and, examining procedures.
- Conducts organizational studies; researches human resources issues and regulations; conducts surveys of comparable organizations; recommends classification and compensation for new or revised positions; analyzes results, proposes solutions; and calculates implementation costs.
- Assists employees and management with the interpretation and correct application of Town policies, procedures, and programs; provides advice and assistance regarding employment issues; investigates employee complaints.
- Provides employment information and verification.
- Provides job opening information to the Information Systems department for posting to website.

When performing the benefits administration assignment:

- Performs administrative work related to multi-tiered employee benefits programs that include plans such as retirement, health, life, dental, vision, short- and long-term disability, deferred compensation, and employee assistance.
- Researches, analyzes, and recommends changes in benefit program design and contract provisions.
- Schedules and conducts new employee orientations; informs new employees of benefit program, policies, and related deadlines.
- Responds to employee and retiree questions and complaints; interfaces with third-party administrators to resolve claims, appeals, and provides guidance in policy interpretation and plan documents.
- Coordinates retirement plan applications and terminations; provides information to employees to increase their awareness of Town sponsored benefit programs when selecting their post-service benefit elections.
- Conducts Town-wide open enrollment for benefits; prepares open enrollment benefit materials and literature; coordinates annual benefit fair.

When performing all assignments:

- Participates in the administration of the Town's human resources policies, including advising Town staff, and preparing required paperwork in a timely and accurate manner.
- Gathers, assembles, preserves, and reports information connected with employee discipline cases, including workplace investigations.
- Assists and participates in the development and administration of the human resources annual budget; recommends goals and objectives.
- Develops and revises human resources documents, procedures, and forms; assists in the development of policies, regulations, and procedures.
- Conducts special research assignments including analyzing data and preparing conclusions and recommendations for consideration by management or special committees.
- Consults with supervisors regarding human resources related issues, needs, and services; counsels employees on human resources programs, policies, and processes; explains program provisions, procedures, and eligibility requirements; and assists employees with forms and human resources documents.
- Assists in developing goals, objectives, policies, procedures, work standards, and administrative control systems.

- Conducts surveys and performs research and statistical analyses on administrative, fiscal, human resources, and operational problems or issues.
- Monitors changes in laws, regulations, and technology that may affect Human Resources operations, policies, and procedures.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and techniques of human resources programs and functions in a public agency setting, including recruitment, selection, equal employment opportunity, and employee orientation; job analysis and classification; compensation and benefit analysis and administration; and employee relations, including the interpretation of laws, regulations, policies, and procedures.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.
- Applicable Federal, State, and local laws, codes, and regulations.
- Modern office practices, methods, and computer equipment.
- Record keeping principles and procedures.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and Town staff, in person and over the telephone.
- Techniques for effectively representing the Town in contacts with governmental agencies, community groups and various business, professional, educational, regulatory and legislative organizations.
- Techniques for providing a high level of customer service to public and Town staff, in person, and over the telephone.

Ability to:

- Interpret, apply, and explain complex laws, codes, regulations, and ordinances.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Prepare clear and effective financial, statistical, narrative, informational and educational reports, correspondence, policies, procedures, and other written material.
- Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and recommend/implement appropriate course of action.
- Effectively represent the division and the Town in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory and legislative organizations.
- Maintain accurate files and records of employees and related data.
- 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 and maintain effective working relationships with those contacted in the course of the 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 or public administration, human resources, or a related field and two (2) years of responsible human resources experience.

License:

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Town and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, 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 necessary to perform job functions.

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.