



**Classification Title: Manager, Human Resources – Operations**

<b>Department:</b>	Human Resource Services	<b>EEO6 Code:</b>	1
<b>Employee Group:</b>	Administrative Association (Classified Administrator)	<b>Salary Grade:</b>	52
<b>Supervision Received From:</b>	Director, Human Resources and/or the Assistant Superintendent/Vice President, Human Resource Services	<b>Date of Origin:</b>	9/2016
<b>Supervision Given:</b>	Assigned Classified, hourly, and volunteer employees	<b>Last Revision:</b>	3/2025

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

**JOB SUMMARY.**

Manages Human Resources operational activities to include the District's personnel recordkeeping, classifications, compensation, employee relations, recruitment and selection processes; performs the more complex duties of assigned area of responsibility; provides training and administrative support to administrators, supervisors and hiring committees; participates in the full range of state-mandated functions associated with the development and administration of collective bargaining agreements and employer/employee relations in regard to assigned areas of responsibility.

**DISTINGUISHING CHARACTERISTICS.**

The Manager, Human Resources Operations is a management classification responsible for the day-to-day oversight of assigned human resources program areas. Incumbents have full management responsibility and perform complex job assignments using knowledge of District policies and human resources practices and procedures learned through experience. The classification is distinguished from the Manager, Human Resources – Benefits classification by its responsibility and oversight of general personnel and recruiting functions, while the latter classification manages the District's benefits program.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.**

**Essential Functions:** Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full supervisory activities in accordance with relevant District policies, procedures, and applicable employee contracts/handbooks, which includes selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Manages, oversees, organizes and coordinates the day-to-day operations of the assigned section of the Human Resource Services department to ensure efficient and effective office operations, including the investigation, troubleshooting and resolution of a variety of internal and external issues.

3. Manages, organizes and oversees recruitment, hiring, department records management, training, Americans with Disabilities Act accommodations and/or personnel processes for the District.
4. Manages and oversees the maintenance and implementation of District-wide changes resulting from collective bargaining, federal and state legislation; coordinates assignments with staff, establishes schedules to meet deadlines, and works to facilitate the continuous workflow of the assigned area.
5. Under the direction of the Director and/or Vice President, develops, administers, and implements the District's comprehensive plans under Human Resources, to include but not limited to the Staffing Master Plan, Equal Employment Opportunity (EEO) Plan, Program Review and Planning report and service area outcomes; supports the institutional self-evaluation process for reaffirmation of accreditation by coordinating the response to accreditation standards involving Human Resources and developing and providing information and data relative to assigned areas of responsibility.
6. Conducts salary surveys and recommends placement of classifications on District salary schedules; analyzes survey data and presents related recommendations to District employees; responds to compensation surveys submitted by external agencies.
7. Creates and conducts staff development activities, District and Human Resources initiatives and administrative processes, including, but not limited, to training and staff development, labor relations, grievances and/or complaints; develops policies, procedures, class specifications, and other Human Resources documentation as assigned by the Director and/or Vice President; may provide work direction and guidance to other Human Resources staff.
8. Responsible for conducting, researching, and analyzing data and creating, maintaining, and revising documents and statistical reports related to assigned areas of responsibility.
9. Conducts and implements classification, reclassification, compensation and organizational studies; evaluates and recommends appropriate classifications and structures; prepares written reports and recommendations; develops new and/or revises existing classification specifications.
10. Serves as a liaison to human resources staff at other institutions; responds to external requests for information related to assigned areas of responsibility.
11. Interprets and explains human resources policies, procedures and regulations to administrators, supervisors, staff and the public; makes recommendations for any required changes in human resources programs, policies and procedures.
12. In coordination with the Director and/or Vice President, trains and coaches managers and supervisors on effective supervisory and employee relations principles and practices; consults with employees and their representatives to identify and resolve employee/employer-related problems and issues; assists managers and supervisors in formulating corrective and disciplinary action.
13. Provides administrative support and training to department administration, supervisors and hiring committees; provides training on human resources policies and procedures, applicant screening and interviewing; validates that departments comply with all labor contract requirements, legal requirements and District policies and procedures.
14. Performs special research and conducts studies as assigned; analyzes data and drafts a variety of reports, memoranda and other materials.

**As Assigned:**

15. Oversees the development of recruitment plans; approves position announcements, advertisements and other recruitment materials; works with department chairs to obtain preferred qualifications for job postings; approves and oversees publication of job postings; oversees online applicant screening; reviews hiring committees' application screening materials and interview questions and makes recommendations for changes to maintain compliance with District guidelines and legal requirements.

16. Oversees and finalizes the calculation of salary placements for all new hires by analyzing and evaluating transcripts and/or employment verifications while using established formulas; oversees and participates in the pre-employment process, background and reference checks and offers of employment to selected candidates.
17. Creates and maintains employee personnel files; maintains confidential records, selection documentation and specialized human resources files.
18. Coordinates with appropriate divisions and departments to confirm positions, percentage and length of contracts and salary ranges; coordinates the role of all permanent positions from one fiscal year to the next for developing budgets, vacation, sick leave accrual and benefits costs; inputs, updates and maintains computerized data regarding positions from actual development to assignment of an employee.
19. Maintains the applicant tracking management software system and human resources systems; verifies data input; performs system administration duties including the preparation of monthly reports; designs and generates reports; develops procedures, screens and templates; troubleshoots system problems with Information Services staff or software vendors; trains users.
20. Monitors and tracks employee performance appraisals to ensure timely completion and consistency in application of performance standards across departments; advises administrators and supervisors on performance appraisal timelines and documentation requirements.
21. In conjunction with Human Resource Services administrators, administers the District's EEO and Americans with Disabilities Act (ADA) policies and programs; assists in investigating employee complaints and making recommendations for action; prepares a variety of reports related to EEO and ADA; advises departments on job-related hiring, interviewing and other employment practices; generates and compiles statistical reports.

**Marginal Functions:**

1. Provides backup for other department staff; as requested, provides administrative support to the Director, Human Resources.
2. Maintains and updates the department website as it relates to the assigned area.
3. Performs related duties and responsibilities as required.

**QUALIFICATIONS.**

**Experience and Education/Training Guidelines:** Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:** Four years of human resources experience, including one year of supervisory or two years of lead experience.

**Education/Training:** Equivalent to a bachelor's degree from an accredited college or university with coursework in human resources or a closely related field.

**Licenses/Certifications:** Possession of a current, valid California Driver's License by time of appointment.

**Preferred Qualifications:**

A bachelor's degree in human resources or a related field from an accredited college or university.

**Knowledge of:**

1. Supervisory principles and practices.

2. Principles, practices and techniques of public human resources management, including recruitment, selection, compensation administration, records management and position control.
3. Basic employee/labor relations principles and practices, including contract administration.
4. Applicable federal, state and local laws and regulations.
5. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
6. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
7. Functions, rules, policies and procedures applicable to assigned areas of responsibility.
8. Research methods and data analysis techniques.
9. Federal, state and local laws, regulations and court decisions governing area of assignment.
10. Human resources and general accounting systems and associated systems, practices and procedures for processing information and interpreting input and output data.
11. Modern office practices, procedures and equipment including computers and applicable software programs.
12. Basic practices and procedures of public administration for budgeting, purchasing and recordkeeping.
13. Human resources practices and principles of labor contracts.

**Skill in:**

1. Supervising, training and evaluating the work of others.
2. Performing a range of human resources duties in multiple programs.
3. Representing an employer effectively in meetings with other departments and employees.
4. Training and providing guidance to administrators, supervisors and hiring committee members.
5. Understanding, interpreting, explaining and applying policies and procedures related to human resources.
6. Composing clear, concise and comprehensive analyses, correspondence, reports, studies, agreements, presentations and other written materials.
7. Analyzing and reporting statistical information utilizing complex spreadsheets and databases.
8. Communicating clearly and effectively, both orally and in writing.
9. Preparing clear, concise and accurate reports, documents, data entries and other written materials.
10. Operating a computer and other standard office equipment and using spreadsheet, word processing and enterprise software.
11. Organizing and maintaining specialized files.
12. Maintaining confidentiality of files and records.
13. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, age, cultural, physical or mental disability, medical condition, gender, gender expression, gender identity, sex, sexual orientation, nationality, race, and ethnic backgrounds of community college students, faculty, and staff.
14. Exercising tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
15. Establishing and maintaining effective working relationships with those encountered in the course of work.

**WORKING CONDITIONS.**

**Environmental Conditions:** The employee works under typical office conditions, and the noise level is usually quiet to moderate.

**Physical Conditions:** Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit for prolonged periods and to use hands to repetitively finger, handle and feel computers and standard business equipment.

**TERMS OF EMPLOYMENT.**

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.