

HUMAN RESOURCES MANAGER

POSITION SUMMARY

Under the general supervision of the Division Administrator and the Office of the Secretary, this position administers a complex, multi-location human resources management program for the Department of Safety and Professional Services. Services are provided for over 300 classified, unclassified, LTE and project employees located in multiple locations around the state. The position directs a human resources program that includes hiring and retention of employees; training and employee development; classification and compensation; employment relations; employee assistance, payroll, benefits and leave accounting; and safety/risk management.

The position is crucial to department management and advises the Secretary's Office, while consulting with department leadership, on personnel management issues that have potential statewide impact.

The position works to create a positive work environment which motivates employees to do their best.

TIME % GOALS AND WORKER ACTIVITIES

30% A. Administration of the human resources management program for the Department of Safety and Professional Services including hiring and retention of employees; training and employee development; and classification and compensation.

- A1. Lead the development and implementation of human resources goals, objectives and metrics consistent with the Department's strategic goals.
- A2. Advise managers on organizational policy matters and recommend needed changes.
- A3. Direct and supervise the work activities of two Human Resources Specialists to ensure high quality and timely service delivery.
- A4. Analyze statistical data to determine the need for new policies, work rules, and procedures; evaluate established policies, work rules and procedures for compliance with statutory requirements, executive directives and sound personnel practices.
- A5. Design and oversee organization-wide human resources process improvements.
- A6. Oversee the recruitment and staffing functions including measuring customer satisfaction on a regular basis to determine the effectiveness of the program against established metrics.
- A7. Oversee the classification/compensation program including ensuring the agency is represented in classification surveys, class determinations, reclassifications and compensation studies.
- A8. Work closely with the Office of State Employment Relations on human resources issues and represent the agency on statewide committees and workgroups.
- A9. Oversee the administration of the agency's Employee Assistance Program.

- A10. Coordinate the development of the agency's annual training plan and arrange for in-house training classes for agency employees.
- A11. Develop and implement department-wide policies and practices for supervisor, manager and employee development.
- A12. Evaluate the effectiveness of human resources programs and develop recommendations for improvement.

30% B. Management of a complex employment relations program involving managing conflicts; grievance handling; refereeing disputes; and disciplining employees.

- B1. Lead the development and implementation of agency employment relations policies, rules and practices to ensure consistent application and compliance with state and federal rules and requirements.
- B2. Provide direction and supervision to agency Employment Relations Specialist.
- B3. Hear second step grievances and work closely with the Office of State Employment Relations to prepare for and represent the agency at hearings before the Wisconsin Employment Relations Commission.
- B4. Work closely with the agency's Chief Legal Counsel and the Office of State Employment Relations on discipline issues up to and including termination.
- B5. Administer the department's performance evaluation program and conduct training for supervisors and managers.

10% C. Oversight of complex agency payroll and benefits program.

- C1. Direct the work activities of the Payroll and Benefits Specialist to assure accurate and timely services to employees.
- C2. Advise management on provisions of the compensation plan and the impact on future planning and actions.
- C4. Oversee the administration of several benefit programs including Worker's Compensation and Unemployment Compensation.

10% D. Administration of the agency EEO/Affirmative Action Program.

- D1. Lead the development of the agency AA/EEO Plan and diversity initiative
- D2. Encourage and support the development of internships and other opportunities to increase the hiring and retention of target group employees.
- D3. Oversee the prompt investigation of complaints and ensure equal treatment of all employees.
- D4. Provide consultation to Administrators and supervisors on a wide variety of AA/EEO policies, practices and expectations.

10% E. Administer the agency's safety and security program.

- E1. Direct the agency's health, safety and security, and risk management program to ensure safe work environments.

- E2. Direct and supervise the agency's Safety Officer.
- E3. Oversee the development and implementation of agency-wide health and safety policies, procedures and training, including emergency response planning in accordance with COOP/COG requirements.

10% F. Supervision of Bureau of Human Resources staff.

- F1. Direct the work activities of appropriate Bureau staff to assure quality, timeliness, and quantity of human resources.
- F2. Hire, assign, train, review, monitor and evaluate the work of Bureau staff.
- F3. Plan and implement short and long-range goals and objectives for the Bureau and communicate them effectively to staff.
- F4. Initiate appropriate personnel actions as needed to ensure effective allocation of staff resources and proper classification and compensation of employees.
- F5. Assist in the development of budget priorities and projections for the biennial budgets and annual operating budgets.
- F6. Actively contribute to efforts to attract, employ and advance Affirmative Action target group employees in permanent, part-time and limited term employment within the Bureau.
- F7. Provide information on affirmative action policies and procedures to staff (e.g., agency goals, harassment and discrimination policies, training and advancement opportunities).

Knowledge, Skills and Abilities

1. Leadership skills to establish vision, set directions and initiate strategies for improvement.
2. Effective communication skills to clearly convey information and ideas.
3. Knowledge of Wisconsin Chapter 230.
4. Knowledge of State of WI Personnel Administration Programs including compensation, recruitment and staffing, classification and employee benefits.
5. Knowledge of general Human Resources Management principles and concepts.
6. Ability to build effective relationships and influence other's thinking regarding the organization's Human Resources program.
7. Ability to work through complex situations, including maintaining confidentiality and being tactful and sensitive while maintaining authority.
8. Ability to design and implement process improvements.
9. Ability to effectively negotiate agreements with a broad range of people internally and externally.
10. Ability to make decisions timely based on solid reasoning and information.
11. Knowledge of Federal & State Family Medical Leave Act, Fair Labor Standards Act and Americans with Disabilities Act.
12. Ability to develop and implement policies and procedures.
13. Ability to work in teams and with groups.

14. Ability to inspire others through a positive “can-do” attitude.
15. Knowledge and ability to use software packages such as Microsoft Office Suite.
16. Ability to multi-task, prioritize and organize a variety of tasks.
17. Ability to research and analyze detailed and complex information.
18. Ability to utilize effective management, coaching, supervisory and team building techniques.
19. Knowledge of effective supervisory techniques related to the hiring, discipline, promotion, rewarding, and evaluation of employees.
20. Ability to plan and direct the work of supervised staff.