

# City of Allentown

## Position Description

**Class Title: Deputy Director of Human Resources**

Grade Number: 18N (Exempt)

Department: Human Resources

Bureau: Human Resources

Union: No

**GENERAL PURPOSE**

The Deputy Director of Human Resources plans, organizes, and provides direction and oversight for comprehensive human resource programs for the City, including employee and labor relations, recruitment and selection, job analysis and classification, compensation, and benefits administration, worker's compensation, and safety program management in accordance with the mission, goals, and objectives outlined by the Director of Human Resources. This position is also responsible for the organization, facilitation, and delivery of training programs for City employees, as well as addressing inquiries and resolving complaints by providing customer support for the Department.

The Deputy Director of Human Resources ensures that program functions meet all applicable laws, regulations, and City personnel policies and procedures; provides professional assistance to City leadership and staff in designated areas of expertise; fosters cooperative working relationships with other governmental and regulatory agencies; and performs as assigned.

This position requires discretion to work closely with confidential and sensitive information on a regular basis.

**SUPERVISION RECEIVED**

This position works under the supervision of the Director of Human Resources.

**SUPERVISION EXERCISED**

This role provides direct supervision to the Human Resources Coordinator, Senior Human Resources Generalist, and Human Resources Generalist positions.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

### **General Administration**

Assist the Director of Human Resources in collaboration with executive leadership to define the organization's long-term mission and goals and identify ways to support this mission through talent management.

Develop and direct the implementation of goals, objectives, policies, procedures, and work standards for the assigned program area.

Monitor changes in laws, regulations, and technology that may affect department operations and develop policy and procedural changes as required.

Support the Director of Human Resources in preparing the Department's annual operating budget and assist in monitoring budget expenditures and finances throughout the fiscal year.

Review, draft, and update job descriptions regularly, including when a Request to Fill form has been processed.

Implement the City's updated personnel policies and be an informational resource for these policies. Annually update the City's Personnel Policy Manual to reflect any changes needed for consistency with the collective bargaining agreements and agreements with the Municipal Employees Supervisory Association.

Assist the Director of Human Resources in establishing appropriate service and staffing levels, monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures, and allocate resources accordingly.

Supervise staff, which includes prioritizing and assigning work, conducting performance evaluations, ensuring staff is trained and following policies and procedures, maintaining a healthy and safe working environment, and, making hiring, termination, and disciplinary decisions or recommendations.

Assess, monitor, and evaluate the quality, responsiveness, efficiency, and effectiveness of assigned Human Resources programs, service delivery methods and procedures. Work with subordinate employees on the continuous improvement of City services.

Develop and maintain a standardized recruitment process that includes guidelines for applications, interviews, background checks, salary negotiation, and onboarding.

Conduct annual Employee Engagement Survey to obtain feedback from staff regarding City operations.

Answer frequently asked questions and field questions and complaints from applicants and employees. Refer more complex issues to appropriate Human Resources staff when the issue is beyond their knowledge.

Implement the highest standards of ethics and understand ethical behavior and business practices and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization.

Assume the responsibility of the Director in the absence of the Director of Human Resources or as needed.

### ***Labor Relations***

Serve as the main point of contact for labor issues and communicate with labor unions.

Maintain working relationship with unionized workforce and adhere to terms of labor contracts by monitoring day-to-day implementation of policies concerning wages, hours, and working conditions.

Liaise with third-party labor relations provider.

Advise City supervisors and managers regarding issues concerning labor matters including contract administration and employee discipline.

Conduct general strategy sessions on labor issues with key City staff and third-party labor relations agency on a regular, recurring basis.

Establish and maintain an efficient tracking system for employee grievances. Prepare and present the City's position in grievance procedures, including grievance arbitration.

Facilitate Collected Bargaining Agreements and serve as an active member of the City's negotiation team. Assume a major role in preparing the City's position and negotiating collective bargaining agreements, Memorandum of Understanding (MOU's) and similar documents. Administer negotiated Collective Bargaining Agreements daily.

Prepare pertinent data and cost estimates for collective bargaining.

Draft memos of understanding, employer discipline, employee suspension, and discharge letters.

Maintain up-to-date employer discipline records to assure fairness and consistency in accordance with personnel policies.

Review all disciplinary documentation and provide consultation prior to administration of discipline for all City employees. Additionally, present in disciplinary meeting with supervisors and unions.

Participate in research activities concerning benefits, wages, and related matters.

Direct special labor relations and related activities, as requested.

Coordinate employee relations activities, aiding management, supervisors, and staff in the interpretation of City policies and procedures and the processing of grievances and coordinating with legal counsel.

### ***Employee Development***

Review, track, and document compliance with mandatory and non-mandatory trainings. This may include safety trainings, anti-harassment training(s), professional licensure, and certifications.

Conduct annual training and development needs assessment.

Research and examine training products, reviews samples, demonstrations, and website content for the purpose of training development or enhancements.

Assess training and development needs through surveys, interviews, and communication with managers.

Create learning and development programs and initiatives that provide internal development opportunities for employees.

Develop and maintain a City-wide training calendar. Track required initial and refresher training schedules.

Create, organize, plan, and present various forms of onboarding, orientation, and skills training for employees.

Develop unique training programs to fulfill workers specific needs to maintain or improve job skills.

Present training and development programs using various platforms including group training, one-on-one trainings, lecture, simulations, and videos.

Obtain and/or develop effective training materials utilizing a variety of media.

Maintain records of attendance and successful completion of training.

Develop and maintain organizational communications to ensure employees have knowledge of training and development events and resources.

Evaluate program effectiveness through assessments, surveys, and feedback.

Maintain accurate and up-to-date files.

Maintain the City's tuition reimbursement and certification program.

Interact with customers via telephone and email to provide support and information.

Perform other duties as assigned.

## **MINIMUM QUALIFICATIONS**

### **Education and Experience**

- (A) Bachelor's Degree in Human Resources, Business Administration, Public Administration, Communication, or a closely related field; and
- (B) Five (5) years of increasingly responsible Human Resources management experience including assignments in the areas of recruitment, selection, classification, training, compensation, employee and labor relations, worker's compensation and safety administration, and employee benefits or other pertinent job-related areas, including two (2) years of supervisory or lead experience.
- (C) PHR, SPHR or IPMA-CP certification preferred.
- (D) Equivalent combination of related education and experience.

### **Necessary Knowledge, Skills, and Abilities**

- (A) Thorough knowledge of modern policies and practices of public personnel administration.
- (B) Thorough knowledge of employee classification, compensation and benefits, recruitment, selection, training, and labor relations.
- (C) Knowledge of Applicable Federal and State laws; City regulations, codes, policies, and procedures.
- (D) Knowledge of administrative principles and practices, including goal setting, program development, implementation, and evaluation and supervision of staff, either directly or through subordinate levels of supervision.
- (E) Skill in preparing and administering municipal budgets.
- (F) Skill in planning, directing, and administering personnel programs and systems.
- (G) Excellent verbal and written communication skills.
- (H) Excellent interpersonal skills.
- (I) Excellent organizational skills and attention to detail.
- (J) Excellent time management skills with a proven ability to meet deadlines.

- (K) Skill in operating the listed tools and equipment.
- (L) Ability to provide staff support in complex, sensitive, or difficult human resources related assignments requiring a high level of independent judgment, strong analytical skills, and sophisticated knowledge of applicable laws, regulations, and contractual agreements.
- (M) Ability to administer programs and the work of staff directly.
- (N) Ability to prepare and analyze comprehensive reports; ability to carry out assigned projects to their completion.
- (O) Ability to communicate effectively verbally and in writing.
- (P) Ability to establish and maintain effective working relationships with employees, City officials, labor unions and the general public.
- (Q) Ability to efficiently and effectively administer a human resource system.
  - (R) Ability to prioritize tasks and to delegate them when appropriate.
  - (S) Ability to act with integrity, professionalism, and confidentiality.
  - (T)
  - (U) Ability to moderate large groups.
  - (V) Ability to communicate in front of large audiences.

### **TOOLS AND EQUIPMENT USED**

Requires intensive daily use of personal computer utilizing various software programs and spreadsheets, including Microsoft Office and related software, and telephone.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is constantly required to sit and talk or hear. The employee is required to walk, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

### **SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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