

JOB DESCRIPTION

Position Title:	Director of Human Resources		
Department:	Human Resources		
Reports To:	Deputy Executive Director/Chief Operations Officer (COO)		
FLSA Status:	Exempt	Union:	Non-Represented
Creation Date:	05/20/2015	Revision Date:	11/06/2020

SUMMARY

Under direction of the Deputy Executive Director/Chief Operations Officer (COO), the Director of Human Resources provides leadership in developing and executing human resource strategy in support of the Agency's goals and mission. The position focuses on workforce planning, talent management, labor and employee relations, performance management, training and development, compensation, and benefits. This position oversees the human resources department staff, initiatives, processes, and procedures, and monitors all aspects of assigned areas to ensure maximum efficiency. This position works in close collaboration with internal and external partners to maximize team strength and carry out the goals of the department and of the Agency.

All activities must support the Fresno Housing Authority's ("Agency") strategic goals and objectives and produce results that accomplish the goals of the department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required.

- In consultation with the Deputy Executive Director/COO, plans, directs, and coordinates the activities of the Agency's human resources functions.
- Designs, implements, and leads strategies to meet the specific talent needs of the Agency.
- Develops and implements policies and procedures that complement agency goals and initiatives, while ensuring HR best practices and compliance.
- Provides oversight for all human resources management functions, including human resources administration, employee and labor relations, risk management, training and development, performance, leave management, occupational safety, workers' compensation, recruitment and selection, employee benefits administration, job analysis and classification, compensation, and general human resources administration.
- Attends meetings with the Deputy Executive Director/COO and other Executive staff members to provide recommendations for policies and procedures that have implications on the human resources functions; researches and develops information to support management in attaining goals and objectives.
- Develops data and reporting needed to resolve operational issues in human resources functions and to develop and maintain overall management policies; identifies problem areas and recommends corrective action as appropriate; makes analyses and adopts and directs changes designed to improve programs within area of responsibility.

- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Provides recommendations for action concerning changes in policy programs, procedures, and the organization as they relate to human resources and organizational development functions; ensures that the Deputy Executive Director/COO and Leadership Team is provided with current information on work pending and the rate of progress on major projects and assignments.
- Ensures Agency-wide initiatives related to human resources have defined metrics and planned reporting and are executed in compliance with all applicable regulations.
- Partners with Chief Diversity Officer to ensure human resources practices, policies, and initiatives are in line with goals of the DEI program.
- Provides assistance to management, supervisors, and staff in the interpretation of human resources policies and procedures; updates policy and procedures as needed for compliance with all federal, state, and local laws.
- Develops and directs the preparation of recurring and special reports as requested by the Deputy Executive Director/COO and Leadership Team.
- Participates in and makes presentations to a variety of boards, commissions, and community groups.
- Ensures that the operating procedures for all activities of assigned departments are thoroughly documented and that documented procedures are updated and revised as necessary.
- Ensures that best practices and compliance is followed relating to all human resources matters.
- Participates in the negotiation of collective bargaining agreements for Unions; confers with counsel on the interpretation of terms and conditions of employment for staff and management based on union agreements, policies, and procedures, and applicable city, state, and federal laws.
- Supervises and coaches staff in human resources; develops and documents standard operating procedures, evaluates performance, and adjusts if necessary.
- Develops quantitative and qualitative measures for evaluating the performance of each subordinate employee in the performance of human resources functions; develops and implements procedures for the routine collection of information for these measures.
- Performs other duties as assigned.

BEHAVIORAL COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Strategic Capability and Leadership: Displays and contributes in-depth knowledge to strategic planning at the organizational level. Ensures alignment of strategies across various functional areas to the organization strategy. Enables others to deal with complex and ambiguous situations. Achieves agreement or consensus in an adversarial environment. Leads and unites diverse workgroups across divisions to achieve organizational objectives.

Program and Project Management: Manages multiple projects and balances priorities and conflicts between projects based on broader organizational goals. Manages risks across multiple projects by examining total resource requirements and assessing impact of projects on day-to-day operations. Involves all relevant stakeholders in the buy-in process. Monitors policy implementation and puts in place procedures to manage risks.

People Management and Empowerment: Analyzes effective team and work processes and recommends improvements. Adapts leadership style to different people, cultures, and situations. Considers developmental needs of staff when building teams and assigning tasks. Establishes an environment in which staff can maximize their potential. Inspires a culture of performance excellence and continuous improvement.

Problem Solving and Analysis: Anticipates organizational problems and implements strategies to minimize negative impact. Identifies the impact of solutions on multiple areas within the organization. Develops contingency measures and effective internal controls

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition

Client Services: Coaches others how to improve customer relationship issues. Understands team deliverables; confers and attains agreement when the requested tasks are out of scope. Takes risks as required to build high-trust environments (e.g., request and offer difficult feedback). Assists the team in understanding and applying client feedback.

Effective Communication: Conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; and listens effectively. Leads important presentations/meetings for clients or staff. Recognizes when others are having difficulty understanding and adapts communications accordingly.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness in responding to clients; holds oneself personally responsible for one's own work; and does fair share of work.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each competency satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the job competencies.

Job Competencies

- Comprehensive knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the Agency.
- Strong ability to work both strategically and tactically in human resources and organizational development
- Demonstrated experience managing both operational and programmatic work involving high levels of collaboration.
- Demonstrated experience in strategic HR planning, organizational development strategies, and staff management.

- Strong ability to balance the delivery of programs against the realities of a budget.
- Superior skills in critical thinking, judgment, decision making, leadership and management, flexibility, and adaptability.
- Knowledge of modern and complex principles and practices of program development and administration.
- Ability to interpret, apply and explain pertinent federal, state, and local policies, procedures, laws, and regulations.

Education and/or Experience

Minimum of seven years of progressive responsibility in human resources management. Bachelor's Degree in human resources, or a closely related field is preferred. An equivalent combination of education and experience may be considered. Professional certifications in human resources, project management and/or leadership strongly preferred.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have strong computer skills (Microsoft Office, Human Resource Information System (HRIS) and other related software). Must have the ability to quickly learn other computer software programs as required by assigned tasks.

Certificates, Licenses, Registrations

Some positions may be required to possess a valid California driver's license and the ability to be insurable under the Agency's automobile insurance plan at the standard rate.

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, walk, stand and use hands to finger, handle or feel. The employee must be able to accurately exchange information in person, in writing and via e-mail and telephone. The employee is occasionally required to reach with hands and arms, reach above shoulder, climb or balance, stoop, kneel, and crouch. The employee must be able to accurately exchange information in person, in writing and via e-mail and telephone. The employee must regularly lift, push, pull and/or move up to 10

pounds, frequently lift, push, pull and/or move up to 5 pounds, and occasionally lift, push pull and/or move more than 25 pounds. Specific vision abilities required by this job may include close vision, distance vision, color vision, peripheral vision, depth perception, and 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.

Office environment: The noise level in the work environment is usually moderate.

Read and Acknowledged:

Employee Signature: _____

Employee Name (Printed): _____

Date Signed: _____