



**HUMAN RESOURCES DEPARTMENT  
Santa Cruz METRO**

*Class Code: 1400-OA29  
FLSA Status: Exempt*

**Human Resources Director  
Bargaining Unit: Management**

**DEFINITION:**

Under general direction of the Chief Executive Officer/General Manager, the Human Resources Director plans, organizes, directs and coordinates the human resources programs with primary responsibility for all personnel, compliance, and human resources-related initiatives that support organizational strategic goals. These programs include equal employment opportunity/affirmative action, recruitment and examination, classification and compensation, employee and labor relations, employee insurance and benefit programs, employee training, Human Resources Information Systems (HRIS), drug and alcohol compliance, and workers compensation.

**DISTINGUISHING CHARACTERISTICS:**

This is the executive level classification in the Human Resources professional series. The incumbent is expected to assume overall responsibility for all facets of governmental Human Resources programs and activities, including providing leadership in establishing general direction, goals, and priorities. The incumbent works under executive direction and exercises independent judgment in the performance of a variety of professional, complex, and difficult duties. Serves as the department head of the Human Resource Department.

**EXAMPLES OF DUTIES AND RESPONSIBILITIES:**

*The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.*

- Direct and participate in the development and implementation of human resource goals, objectives, policies and procedures to support organizational goals and objectives.
- Administer and direct a comprehensive Human Resource program.
- Formulate and recommend policies, regulations, and practices for carrying out the human resources program; administer all provisions of the personnel merit system.
- Consult with and advise the CEO/General Manager, Board, and department managers and directors to coordinate the various phases of policies, practices, regulations, and resolutions implemented.
- Represent Santa Cruz METRO in matters of concern to unions representing Santa Cruz METRO employees; may act as Chief Negotiator or participate in negotiations during “meet and confer” sessions with various unions and respective department representatives; assist in the administration of the employer-employee relations resolution.
- Direct, coordinate, and supervise the administration of recruitment and selection; classification, compensation, and benefits; labor relations; training, employee performance appraisal, and new employee orientation.
- Prepare and recommend to the CEO/General Manager revisions and amendments to policies, regulations, and resolutions relating to human resource matters.



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- Direct and conduct special studies, preparation of reports, and make recommendations to the CEO/General Manager.
- Serve in an advisory capacity to the Board; attend meetings of the Board; offer advice and make recommendations.
- Make presentations before staff, the senior leadership team, Board, and community organizations.
- Advise employees and department management in matters concerning grievances and assist department management in the grievance process.
- Review and analyze reports, legislation, court cases, and related human resource matters.
- Direct the preparation and administration of the department budget.
- Coordinate human resource activities with other departments and outside agencies.
- Select, train, supervise, and evaluate professional, para-professional, technical, and clerical staff through subordinate staff.
- Serves as a mentor in providing training and growth opportunities, while creating a culture of accountability.
- Manages and may conduct the analyses and evaluation of positions for classification and compensation studies. Oversees the creation of, and makes recommendations for, new or revised class specifications.
- Serves as the Chief Investigations Officer for employee relations
- Interprets the provisions of Memorandums of Understanding (MOU).
- Develops and maintains HR policies and procedures; communicates changes in HR policies and procedures and employment law to department directors, managers, and staff.
- Prepares and presents written and oral reports, training materials and other written documents.
- Develops and implements employee training and development programs.
- May provide support to the General Counsel's Office related to HR issues, arbitrations and other types of hearings.
- Represents Santa Cruz Metro at various meetings as required and may act as liaison to local, State and Federal officials as directed by the CEO.
- Performs other duties as assigned.
- Perform as a hand on "working" Manager.

### **EMPLOYMENT STANDARDS:**

#### **Knowledge of:**

- Principles of human resource administration.
- Policies, procedures, ordinances, and resolutions governing governmental personnel activities, conditions of employment, and employee benefits.
- Advanced research and statistical methods.
- Basic psychometric principles.
- Principles of office organization and management.
- The impact of labor market conditions and socio-economic issues on recruitment and employment.
- Principles and practices of budget preparation and administration.
- Principles and practices of supervision and performance appraisal.



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- Applicable federal, state, and local laws, regulations, and ordinances.
- Job analysis, recruiting and examining strategies, position classification, position control, and wage and salary administration.
- Public sector employee relations, typical provisions of collective bargaining agreements, and public employee labor law.
- Dispute resolution and collective bargaining techniques.

### **Ability to:**

- Plan, organize, and implement programs and related activities.
- Understand and interpret policies and procedures and explain them to others.
- Compile and maintain complex records, files, and financial information.
- Establish and maintain a variety of personnel and related records requiring confidentiality and security.
- Communicate clearly and concisely, orally and in writing.
- Establish and maintain effective working relationships with persons within and outside of the organization.
- Support and lead staff, ensuring the organization works toward a common goal.
- Supervise, train, delegate, coach, motivate, and counsel subordinate staff.
- Consistently apply concepts, laws, methods and other guidelines of professional work in the human resources management field.
- Develop and administer a departmental budget.
- Interpret and apply federal, state, and local policies, laws, regulations and labor agreements.
- Ensure compliance with Santa Cruz Metro policies and procedures regarding equal employment opportunity, discrimination, and harassment prevention.
- Create, implement and communicate new processes using technology to create efficiencies and best practices.

### **MINIMUM QUALIFICATIONS:**

#### **Education, Training and Experience:**

Bachelor's degree from an accredited college in human resources, business or public administration, or a closely related field.

#### **AND**

Eight (8) years professional experience in human resources, business or public administration experience, including four (4) years supervisory experience, preferably in a public agency. Familiarity with transit organization or transportation system activities and functions is highly desirable. Experience in a large public organization is preferred. Previous HR experience in the public sector and a Master's Degree is desirable.

#### **LICENSES AND CERTIFICATES:**

A valid Class C driver license and safe driving record is required at the time of application. A valid Class C



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State driver license is required at the time of appointment and must be maintained throughout employment.

Senior Certified Professional (SCP) from a recognized Human Resource Certification organization such as IPMA-HR, SHRM, or HRCI.

### **SPECIAL REQUIREMENTS:**

- Must be able to work extended hours as needed, often outside regular business hours as required by the CEO and the demands of the job.
- Must maintain strictest confidentiality.
- Must participate in professional development activities.
- Requires occasional travel.

### **PHYSICAL AND MENTAL DEMANDS:**

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

#### **Physical Demands**

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to finger, manipulate, handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is regularly required to bend and twist at the neck, reach with hands and arms. Occasional standing, walking, overhead reaching and lifting up to 20 pounds unaided is required. Specific visual abilities required for this job include close vision, distance vision, and the ability to adjust focus.

#### **Mental Demands**

While performing the duties of this job, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; uses math and mathematical reasoning; performs highly detailed work; deals with multiple concurrent tasks; and interacts with others encountered in the course of work.

#### **Work Environment:**

The employee works in an office environment where the noise level is usually quiet. May require availability to work a flexible schedule.

### **OTHER CONDITIONS OF EMPLOYMENT:**

Must pass requisite background check.

\*Adopted: November 2017

\*BOD Approved: 01-26-18

\*Revised: 00-00-00

\*Job Family: Professional –Human Resources