

Marina Coast Water District

May 2016

HUMAN RESOURCES/CUSTOMER RELATIONS MANAGER

DEFINITION

Under administrative direction, plans, administers and implements a broad human resources program and other administrative functions, to include Customer Service and Water Conservation department, manages elements such as recruitment and selection, employee relations, job analysis and classification, compensation and benefit strategy development, plan implementation, worker's compensation, risk management, and employee performance evaluation and recognition; provides expert professional assistance to District management staff; fosters cooperative working relationships among District departments and other governmental and regulatory agencies; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Administrative direction is given by the General Manager. Direct supervision is provided to the Customer Service Supervisor and Water Conservation Specialist III,

CLASS CHARACTERISTICS

This single-position management classification directs and personally performs all activities of the human resources function and other miscellaneous management activities. Responsibilities include coordinating the activities of the function with those of other District departments and ensuring that the District has an up-to-date and proactive human resources plan to support management and employees. The incumbent is accountable for accomplishing functional and operational goals and objectives and for furthering District goals and objectives within general policy guidelines.

EXAMPLES OF DUTIES (Illustrative Only)

Human Resources

- Plans, organizes and manages human resources activities, including benefits administration, employee relations, recruitment and selection, classification and compensation, workers' compensation, employee development and other related activities.
- Develops and implements recruitment and selection processes, prepares recruitment information and strategies; develops selection devices; provides for candidate notification and certifies eligibility lists; ensures equal employment opportunity for all candidates.
- Performs or directs the performance of job analysis and classification studies; conducts compensation studies and participates in the development of compensation and benefit strategies.

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- Manages employee relations program and policies to ensure effective supervisory practices and to support a strong employer-employee relations framework, advises and collaborates with managers, supervisors to utilize employee relations best practice strategies, assists with problem solving and the facilitation of conflict resolution.
- Manages leave of absence program, develops related policies and procedures and ensures that the program is administered in compliance with state and federal law.
- Manages and administers the District benefit plans; orients and enrolls employees; acts as liaison with benefit carriers to address claims or issues; reviews and coordinates payment of employee insurance premiums; and works closely with the third-party administrator to process claims.
- Administers the workers' compensation program to include management of claims, monitoring employee injuries and accidents and follows-up on treatment, procedures and payment of claims.
- Manages and coordinates the employee development and training program and tracks certification requirements and testing schedules to assist employees in meeting job requirements.
- Administers and participates in the progressive disciplinary process concerning warning and disciplinary action up to and including Skelly hearings.
- Respond to grievances and assist managers and supervisors in administering appropriate disciplinary actions.
- Receive endorsements from managers and supervisors for employee recognition and make recommendations to the General Manager.
- Serves as legislative analyst for the District, analyzing and preparing reports regarding proposed legislation, which may affect the operations of the District.
- Serves as the District's risk manager in matters relating to worker's compensation, liability and property damage claims; ensures that safety issues and concerns of employees and the public are addressed.
- Conducts or directs the conduct of various research studies; analyzes results; evaluates alternatives; makes recommendations and prepares narrative and statistical reports.
- Prepares and directs the preparation of a variety of written correspondence, reports, procedures, ordinances and other written materials.
- Maintains a variety of working and official personnel files; ensures the confidentiality of such files.
- Monitors changes in laws, regulations and technology that may affect the human resources function; implements policy and procedural changes as required.
- Attends and participates in professional group meetings.

Customer Service and Water Conservation

- Oversee the Customer Service and Water Conservation operations of the District including responding to the most difficult customer service issues related to the area of responsibility.
- Manages and participates in the development and implementation of goals, objectives, policies and priorities for the departments and recommends appropriate staffing levels.

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- Develops and standardizes procedures and methods to improve and continuously monitors and evaluates the efficiency and effectiveness of the customer service programs, service delivery methods, and procedures.
- Oversees the training and development of staff, reviews and evaluates work procedures, implements improvements and maintains the effective cross-training of employees.
- Identifies and designs needed process improvements to continually enhance customer service.
- Assesses and monitors workload, administrative support systems and internal reporting relationships.
- Authorizes utility billing corrections and adjustments.
- Develops Request for Proposals (RFP's) for external services.
- Uses a variety of standard office equipment, including a computer, in the performance of the work.
- Perform other job duties as assigned.

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## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of human resources in a public agency setting.
- Principles, practices and techniques of recruitment, selection, equal employment opportunity and employee orientation.
- Principles of job analysis, classification, compensation and benefit analysis and administration.
- Practices and techniques of employee relations, including negotiations and the interpretation of laws, regulations and memoranda of understanding.
- Basic principles, practices and procedures of public administration in a public agency setting.
- Basic principles of risk management.
- Basic functions and services of public agency management.
- Applicable Federal and State laws; District and department codes, regulations, policies and procedures.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Computer applications related to the work, including word processing, spreadsheets and database management.
- Records management principles and practices.
- Techniques for providing a high level of customer service to the public, representatives of other agencies, and District staff, in person and over the telephone.

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### **Skill in:**

- Planning, organizing, administering, coordinating, reviewing and evaluating a comprehensive public agency human resources program.

- Developing and implementing goals, objectives, policies, procedures, work standards and internal controls for the function.
- Interpreting, applying and explaining complex laws, codes, regulations and ordinances.
- Planning and implementing effective recruitment, testing and selection practices.
- Developing and maintaining equitable and consistent human resources programs and plans related to job analysis and classification and compensation, benefits and employee relations functions.
- Making effective presentation to groups.
- Maintaining accurate records and files.
- Effectively representing the District in meetings with employee groups, governmental agencies, applicants, contractors and various professional and regulatory organizations.
- Organizing own work, setting priorities, effectively multi-tasking and meeting critical deadlines.
- Planning, organizing, managing, and evaluating the work of others, directly and through subordinate supervisors.
- Speaking and writing capability to clearly, concisely and effectively present concepts and recommendations to the Board of Directors and communicate District programs and policies to the public and other agencies.
- Preparing clear and concise reports, correspondence, policies, procedures and other written materials.
- Using tact, initiative, prudence and independent judgment within general policy and legal guidelines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

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**Education:**

Equivalent to graduation from an accredited four-year college or university with major course work in human resources, business or public administration, public policy or a field related to the work.

**Experience:**

Six (6) years of human resources generalist experience including experience in recruitment, selection, job analyses, benefits administration, and employee relations with at minimum of two (2) years experience in a supervisory role. Experience in a public agency setting is desirable.

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**License/Certification:**

Must possess certification from the Human Resources Certification Institute as a Professional in Human Resources (PHR) or Senior Professional in Human Resources (SPHR) or certification from the Society of Human Resources Management (SHRM) as a Certified Professional (SHRM-CP) or Senior Certified Professional (SHRM-SCP).

Must possess a valid California class C driver's license and have a satisfactory driving record.

**Physical Demands:**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen and hearing and speech to communicate in person and over the telephone.

**FLSA Status:** Exempt not eligible for overtime

**Bargaining Unit:** Unrepresented