

## **SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**

**CLASS TITLE: HUMAN RESOURCES OPERATIONS MANAGER**

### **DISTRICT VALUES**

Incumbents in District positions are expected to exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

### **SUMMARY DESCRIPTION**

Under the general supervision of the Director of Human Resources, manages and coordinates assigned staff in the day-to-day activities and operations of human resources including but not limited to employment, onboarding, benefits, classification, and employee leave management within the Human Resources Division; coordinates activities and processes with other divisions, departments, and outside agencies; and provides research, analysis, reporting and updates related to human resource operations to the Director of Human Resources. Employees in this classification may supervise the work of professional, technical, and clerical staff and do other work as assigned.

### **DISTINGUISHING CHARACTERISTICS**

The Human Resources Operations Manager is an unrepresented management classification which has responsibility for supervising all functions for multiple programs within the Human Resources Division. This classification requires strong management and communication skills as well as problem-solving skills and the ability to participate effectively in the decision-making process. This classification also requires knowledge in the areas of benefits, classification & compensation, employment and leave management.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Provide management and administer of assigned day-to-day operational activities and support services of the Human Resources Office; ensure compliance with applicable policies, procedures, and regulations. **E**
2. Manage and participate in the development and implementation of goals, objectives, policies, program review, and priorities for assigned programs; recommend and administer policies and procedures. **E**
3. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within departmental policy, appropriate service, and staffing levels. **E**
4. Participate in planning, organizing, directing, and providing leadership for assigned human resources functions, support services, and related activities including onboarding, employment, classification, employee leaves, personnel record management, training, professional development, and related services. **E**

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5. Plan, direct, coordinate, and review the work plan for assigned staff; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems. **E**
6. Assist in processing and analysis of classification, reclassification, and organizational studies; participate in the preparation of written reports and recommendations; oversee and participate in the development of new and revised classification specifications. **E**
7. Select, train, motivate, and evaluate assigned human resources personnel; provide or coordinate staff training; work with employees to correct deficiencies. Provide counseling and employee improvement plans to maintain a high standard of employee performance. **E**
8. Keep abreast of laws, regulations, legislation, and court decisions pertaining to human resources programs and services; recommend and assist in implementation of changes in policy or procedures as necessary to ensure compliance with applicable laws and regulations. Assess workflows and engage in continuous improvement. **E**
9. Analyze and provide human resources consultation and policy review; interpret, explain, and apply legal code provisions, District policy and administrative procedures, collective bargaining provisions, and regulatory requirements; ensure compliance with established policies, procedures, and laws. **E**
10. Provide sound guidance and advice to management, faculty, and staff related to District policies, procedures, and practices, contractual provisions, and Education Code; ensure personnel actions are compliant with current law and internal policies. **E**
11. Assist in the resolution of employee complaints or grievances relating to the collective bargaining agreements, District policies and procedures, and applicable laws and regulations; Assist in investigating, fact finding, and reporting to address and resolve complaints and grievances. **E**
12. Coordinate and present personnel training programs and informational presentations for onboarding and employee training in alignment with goals and objectives for Division and District. **E**
13. Manage the coordination, monitoring, and providing advisement on District-wide personnel evaluations; conduct training as needed on evaluation processes. Provide recommendations for improving the employee evaluation process, tracking, and documentation. **E**
14. Oversee the management of employee health and welfare benefits. Work closely with payroll to minimize district liability and ensure proper deductions. Make recommendations for changes to health and welfare benefits. Work closely with third party vendors to ensure proper and continued coverage for employees and to control health and welfare costs for the district. **E**
15. Oversee the processing of personnel transaction documents and the maintenance of personnel records and files. Provide employment verification and respond to requests for public information related to human resources. **E**
16. Participate in preparing and conducting labor negotiations and other activities relating to District labor relations activities. **E**

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17. Attend professional group meetings and workshops, participatory governance committee meetings, and other ad hoc committee meetings as assigned; stay abreast of new trends and innovations in the field of human resources, program development and implementation. **E**
18. Perform related duties and responsibilities as required.

**KNOWLEDGE AND ABILITIES**

**Knowledge of:**

- Operational characteristics, services, and activities of human resources in a higher education environment.
- Human resources administration theory, principles, practices, and application.
- Basic principles, laws and regulations relating to payroll preparation and processing.
- Federal, State, and local laws, codes, and regulations applicable to community college.
- Principles of supervision, training, and performance evaluation.
- Methods and techniques of research, analysis, problem solving and decision making.
- Principles and procedures of statistical record keeping and report preparation.
- Automated human resources systems and integrated business office software.
- Modern office procedures, methods, and equipment including computers and applicable software.
- English usage, spelling, grammar, and punctuation.
- Advanced oral and written communication skills.
- Interpersonal skills using tact, patience, and courtesy.
- Process improvement methodologies.

**Skills and Abilities to:**

- Oversee and participate in the management of a comprehensive human resources program.
- Oversee, direct, and coordinate the work of assigned staff.
- Analyze and assess programs, policies, and operational needs and make appropriate adjustments.
- Development and administer human resources goals, objectives, and procedures.
- Supervise, direct, assign, train, motivate, and evaluate staff.
- Provide guidance and advice to administrators and employees on personnel management.
- Interpret and apply laws, regulations, policies, procedures, and collective bargaining agreements.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Analyze problems, identify, and apply solutions, make decisions, use good judgement.
- Prepare and present comprehensive, effective oral and written reports.
- Conduct meetings and serve on committees.
- Work collaboratively with faculty, administrators, and staff as well as community representatives.
- Work with and exhibit sensitivity to and understanding of the diverse populations of community college employees and students.
- Communicate clearly and concisely, both orally and in writing.

**EDUCATION AND EXPERIENCE**

**Minimum Qualifications:**

A Bachelor's degree or equivalent, in human resources, public administration, business administration, organizational development, or a closely related field **AND**

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Three (3) years of professional human resources experience.

**Preferred Qualifications:**

- Two (2) years of supervisory experience in a public agency.
- Professional license or certification in human resources (examples: SHRM, PHR, SPHR, CHRP, PSHRA, CHRM, ACHRO).

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein 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 job functions.*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals; travel to different locations to attend meetings or perform other assigned District functions.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

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*Cambridge West Partnership, LLC*