

**CITY OF GLENDORA**  
**HUMAN RESOURCES AND RISK MANAGEMENT DIRECTOR**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

**DEFINITION**

Under the administrative direction of the City Manager, functions as the administrative head of a City department composed of Human Resources and Risk Management services including recruitments, labor relations, employee benefits, workers' compensation and liability claims; participates in the development of policies related to assigned areas of responsibility; as a member of the City's executive management team, reviews and assists in addressing general City concerns; performs related duties as required.

**CLASS CHARACTERISTICS**

Employees in Executive Management classes report to the City Manager and are responsible for the development and administration of programs designed to address primary areas of City service. The incumbent is expected to exercise independent judgment, wisdom, common sense, and initiative in establishing efficient and effective departmental operations consistent with City Council policies and administrative guidelines established by the City Manager. The incumbent must also function as a member of the City's management team and participate actively in addressing issues of concern to the City, which may or may not have a direct impact on area of specialization.

**ESSENTIAL JOB FUNCTIONS**

*These functions may not be present in all positions in this class. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Letters in parenthesis at the end of each function statement represent the abilities required to perform that function.*

1. Plans, develops and implements short and long term goals, objectives, policies and procedures for the Human Resources and Risk Management Department; evaluates program effectiveness and develops improvements as needed; establishes priorities for the human resources, worker's compensation, safety, liability insurance and citywide training and development programs; develops and administers the department budget. (a b d f k l m n o)
2. Plans, organizes, directs, coordinates, supervises and performs professional personnel work involved in the administration and maintenance of City recruitment, selection, employee orientation, classification and salary, labor relations, performance evaluation, counseling and grievance programs. (a b c d e f g h i j k m n o)

3. Interprets provisions of the Municipal Code, Personnel Rules, Memoranda of Understanding and Administrative Regulations; consults with the City Manager, City Attorney, department directors, employee representatives and others on matters related to interpretation as well as discipline, grievances, and other personnel processes. (a b f g h i j m n)
4. Advises departments on organization, design and staffing; serves as a liaison and coordinates contracted testing and selection processes; coordinates the preparation of departmental agenda items and attends meetings of the City Council. (a b c e f g h k n)
5. Periodically reviews and updates City job classifications; directs and conducts personnel management, salary and benefit surveys and prepares recommendations and reports. (a b d h j n)
6. Provides information and technical assistance on personnel policies and procedures, supplementary employee benefits and other personnel matters. (a b e f g n o)
7. Directs the maintenance of confidential records and files; reviews and makes recommendations on improvements to personnel practices and procedures. (a b d f h n o)
8. Serves on the management team and/or conducts labor negotiations in the City labor relations process; implements and monitors Memoranda of Understanding; counsels and advises on a range of labor-management problems. (a b d f g h j m n p)
9. Reviews and analyzes pertinent legislation affecting human resource management; supervises the work of department personnel. (a b e h n o)
10. Plans, organizes, directs, coordinates, supervises and performs professional work involved in the administration and maintenance of the City's Risk Management Program; directs and manages the purchase of Property, Vehicle, Casualty, Liability, and Workers' Compensation insurance; recommends coverages, deductible amounts, and retention levels. (a b e f l m n p)
11. Manages the City's claims defense and settlement process; coordinates the City's recovery actions in cases of negligence by a third party; coordinates and monitors the work of claims adjusters and attorneys representing the City. (a b e f g h j l n p)
12. Performs research and analysis and prepares reports, charts, tables, and other forms of analysis in order to provide the department and the City with necessary risk management information; presents reports and information to the City Council; develops procedures and recommends methods for funding, program, and organizational risks; reviews proposed programs, contracts, facilities, and activities under consideration by the City, and advises on the risk implications. (a b d e f g h i j l m n o p)

13. Confers with managers to determine loss prevention and safety; works with City and departmental safety committee(s) on loss control activities; develops, improves and contracts for the presentation of safety and training programs. (a b e f k l m n)
14. Serves as City representative to Human Resources and Risk Management groups and associations. (a b n p)

### REQUISITE ABILITIES

*The following generally describes the abilities required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

- a. Communicate clearly and concisely, both orally and in writing.
- b. Plan, organize, direct, coordinate and perform professional level work involved in a comprehensive Human Resource and Risk Management program.
- c. Conduct and improve recruitment, selection, evaluation, training, classification audit and personnel recordkeeping activities.
- d. Initiate research studies and reports including the collection, organization, analysis and development of administrative and management recommendations.
- e. Advise City officials and employees on human resource and risk management related programs and services.
- f. Understand, explain and apply policies and procedures.
- g. Analyze unusual situations and resolve them through application of management principles and practices.
- h. Prepare and present comprehensive written and oral reports.
- i. Respond to emergency and problem situations in an effective manner.
- j. Deal constructively with conflict and develop effective resolutions.
- k. Plan and enforce a balanced budget.
- l. Develop and improve training and safety programs.
- m. Assist with identifying and resolving various labor relations and risk management related problems in the City's work force.
- n. Establish and maintain effective and cooperative relationships with those contacted in the course of work.
- o. Select, train and supervise subordinate personnel.
- p. Represent the City in a variety of meetings and committees.

### MARGINAL FUNCTIONS

These are position functions which may be changed, deleted or reassigned to accommodate an individual with a disability.

## QUALIFICATIONS GUIDELINES

Education and/or Experience *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

A Bachelor's Degree or equivalent from an accredited four year college or university with major work in Public Administration, Business Administration, or a closely related field and at least five years of professional experience and demonstrated leadership in a public or private organization with broad responsibilities for human resource and risk management, including recruitment, training, classification and compensation analysis, labor relations, workers' compensation, claims defense and settlement and loss prevention and safety. A Master's degree is desirable.

### Knowledge and Skill Levels

Thorough knowledge of modern principles, practices and procedures of human resources administration, including labor relations, affirmative action, classification and compensation, recruitment, selection, performance evaluation and training; Federal and State laws, regulations and administrative rules as they relate to human resource management, risk management, workers' compensation, safety, and loss control; risk management techniques and principles; fiscal planning and budget allocation techniques; claims processing, adjusting and reporting techniques; office management and recordkeeping principles, methods and procedures; statistical, research and survey methods and techniques, principles and practices of supervision, training and budget administration; labor relations laws, practices and procedures; computers and computer applications; report writing methods and techniques.

### Special Requirements

Possession of or ability to obtain a Class C California driver's license and a satisfactory driving record.

## 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. Duties are typically performed at a desk or computer terminal; subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with a variety of City staff and others. At least minimal environmental controls are in place to assure health and comfort.

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 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.