

## **COUNTY OF SOLANO**

### **HUMAN RESOURCES OPERATIONS MANAGER**

#### **DEFINITION**

Plans, organizes and supervises the Countywide Human Resources Management System (HRMS) as it relates to the database that supports the Countywide payroll activities including the accurate payment of salaries and benefits to employees of the County and special districts; maintains, improves, and modifies the HRMS; serves as a member of the department's management/supervisory team. Additionally, the Personnel Operations Manager manages and supervises centralized clerical support operations and coordinates various support activities within the Department of Human Resources.

#### **CLASS CHARACTERISTICS**

This is a single position class characterized by the responsibility for supervising and coordinating the Human Resources Management System activities to provide for timely and proper payment of salaries and benefits for employees of the County and other public agencies that are handled by the County.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from management or department director level staff.

Exercises supervision over clerical, administrative support and/or supervisory staff.

#### **EXAMPLES OF DUTIES** –*Duties may include but are not limited to the following:*

1. Plans, organizes, and supervises internal and Countywide Human Resources Management System;
2. Establishes and maintains goals and objectives; recommends, reviews and maintains the department budget;
3. Supervises clerical support staff.
4. Maintains Human Resources Management System to ensure accurate production of payroll checks, and reports; ensures that personnel information is updated; provides input to computer systems staff for implementation of changes to earnings, deductions, and benefit programs.
5. Identifies and implements new Human Resources Management System functionalities; reviews and identifies effects of changes on processes; assists in developing project plans and timelines; acts as an information source for Information Technology staff and key

- users to implement changes; verifies system functionality by testing; implements proposed processes; coordinates training of end users.
6. Coordinates and implements system upgrades and updates; reviews and identifies effects of changes on internal and Countywide Human Resource Management System processes; provides input for development of Human Resources Management System interfaces and reports; troubleshoots Human Resources Management System problems; implements changes.
  7. Interfaces with representatives of other departments to establish, modify and/or correct errors in manual and automated Human Resources Management System and/or the interpretation of documents governing Human Resources Management System issues.
  8. Coordinates all non-routine Human Resources Management System activities;
  9. May be assigned additional supervisory and/or routine administrative responsibilities; attends and participates in various managerial and staff meetings; receives and responds to Human Resources Management System related problems and issues from management and other departments; attends workshops and seminars.
  10. Plans and organizes clerical support operations by reviewing procedures, practices and work methods to increase effectiveness and efficiency of operations; coordinates the flow of work performed in support of several functional units by providing central authority, and dissemination of information as well as determining proper assignment of functional responsibilities and in the absence of subordinate supervisors, the assignment of individual duties.
  11. Directs or participates in administrative studies or management projects.
  12. Implements safety and security procedures and policies; works with Risk Management to ensure compliance with requirements.
  13. Maintains a file management system within guidelines and laws regarding records retention.
  14. Coordinates all facility maintenance and equipment installation; negotiates with building owner regarding issues; interprets contract terms and monitors compliance of vendors and service providers.
  15. Performs general and specialized clerical duties as assigned; types a variety of documents ranging from routine correspondence to complex reports and specialized documents; compiles workload statistics and prepares routine financial, statistical and program performance reports.
  16. Participates in budget preparation and administration for assigned area; prepares cost estimates for budget recommendations; monitors and controls expenditures.

17. Participates in or conducts the employee selection process; evaluates the work of immediate subordinates by establishing measurable performance standards and utilizing efficiency and effectiveness observations; provides feedback to employees on areas needing improvement; provides prepares and discusses specific work improvement plans; acts on employee problems; provides recommendations or implements discipline or discharge procedures, as necessary.
18. Ensures complete and ongoing training by evaluating training needs, identifying sources and planning, preparing and conducting training sessions; evaluates and monitors learning as applied to the job.
19. Acts as liaison to other departments and agencies regarding work standards, employee selection, payroll, and data processing, purchasing and budget expenditures.
20. Serves as departmental resource on general and specialized clerical procedures and activities; assists human resources' staff in organizing and evaluating work processes and procedures for effectiveness and efficiency; participates in the process of automating manual systems by providing technical assistance.
21. Coordinates the preparation and implementation of departmental procedures, guides, position descriptions, desk reference manuals and other resource materials; may prepare annual reports and other public relations documents on services and activities.
22. Maintains professional knowledge in applicable areas and keeps abreast of changes in job-related rules, statutes, laws and new business trends; makes recommendations for the implementation of changes; reads and interprets professional literature; attends training programs, workshops and seminars as appropriate.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

Laws, policies, regulations and procedures governing local government human resources management system processes.

Generally accepted standards and principles associated with human resources management system.

Budget and financial principles

Personnel tracking and position control systems.

Supervisory practices and techniques.

**Knowledge of:**

Thorough knowledge of office methods and practices.

Public contact techniques.

Principles and practices applicable to specific assignment (e.g., public administration, applicable regulations, budgeting and financial monitoring, staffing, automation, etc.).

Considerable knowledge of English usage, spelling, grammar and punctuation.

Letter and report writing.

County operations and programs, organization, policies and procedures.

Staffing analysis techniques; work measurement and review techniques.

**Skills to:**

Utilize basic office equipment.

**Ability to:**

Supervise the work of others engaged in providing human resources management system services; effectively delegate responsibility and authority to others; determine and evaluate levels of achievement and performance; secure cooperation and teamwork among professional and/or support staff.

Interact with other management level employees to identify and solve Countywide human resources management system related problems and to improve human resources management system services.

Understand, interpret and explain laws, regulations, and policies governing personnel program operations.

Communicate effectively both verbally and in writing; demonstrate tact and diplomacy.

Use spreadsheet.

Read, understand, and interpret computer printouts containing payroll/personnel data.

Project consequences of decisions.

Understand and communicate goals and objectives of the section and the department.

Establish and maintain cooperative working relationships.

Collect and analyze data to establish/identify needs and evaluate program effectiveness; understand program objectives in relation to departmental goals and procedures; prepare narrative and statistical reports.

Comply with laws, regulations, and professional practices governing personnel program services and operations.

Understand and analyze expenditure reports.

Maintain accurate records and document actions taken.

Organize and prioritize work assignments.

Research regulations, procedures and/or technical reference materials.

Maintain confidentiality of information.

Supervise difficult clerical and administrative tasks.

Explain and apply policies, procedures and processes.

Evaluate and resolve unusual situations using County policy and procedures.

Perform mathematical and statistical calculations.

Assist in work automation projects.

Collects and analyze data to establish needs and evaluate program effectiveness.

Prepare budgets, narrative and statistical reports.

Interpret political and administrative direction.

## **EXPERIENCE AND EDUCATION/TRAINING**

### **Experience:**

Three (3) years of experience in working with a Human Resources Management System (HRMS), general office experience that included lead responsibility for a large, routine or small complex work unit with experience in supervision and technical operations, budgeting, purchasing, payroll and inventory control.

### **Education/Training:**

Some college units from an accredited college preferably in business administration,

supervising, business management, or a related field.

Significant training in a Human Resources Management System and budget and financial planning.

**SPECIAL REQUIREMENTS**

No special requirements.

**SUPPLEMENTAL INFORMATION**

Incumbents may be required to work outside normal business hours.

**ADA COMPLIANCE**

**Physical Ability:** Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

**Sensory Requirements:** Some tasks require visual perception and discrimination. Work may include near vision for extended periods of time. Some tasks require oral communications ability.

**Environmental Factors:** Tasks are performed in an office environment with no risk of exposure to adverse environmental conditions.

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Director of Human Resources

**Revised Date:** February 8, 2005

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