

HUMAN RESOURCES DEVELOPMENT ADMINISTRATOR

JOB DESCRIPTION

Classification Responsibilities: A Human Resources (HR) Development Administrator performs responsible professional-level work in developing and directing a comprehensive employee training and development program and the employee relations program. Employee relation's duties include acting as a primary point of contact on illegal harassment and discrimination issues, and providing guidance to Human Resources staff and management on critical employee relations matters and problem resolution. Additional duties include: conducting complex illegal harassment/discrimination investigations and management studies; reviewing documentation, evaluating evidence, and making conclusions regarding violations of rules, policies, or laws; developing reports that detail the determinations of findings of investigations; making recommendations regarding corrective/disciplinary actions; administering a citywide mediation program; administering management studies or organizational assessments; administering team building interventions; conducting research on topics, including but not limited to illegal harassment, workplace discrimination, Americans with Disabilities Act (ADA), corrective action, military leave, and victims leave, to determine legal liability; identifying and tracking employee relations trends citywide; and writing draft policies for review and edit by the Human Resources Director and City Attorney staff. This position develops and monitors strategic and operational plans for employee relations and employee development initiatives.

Duties to employee development include: monitoring needs analysis studies to determine City and departmental training needs; developing the Employee Development Guide, including competency identification, courses to satisfy competencies, required and recommended courses, timelines for completion, and individual training plan forms; leading the training liaison committee (and preparing for program implementation); and making presentations to senior executive staff. The HR Development Administrator oversees the development and administration of the Supervisors Academy and the Mesa Management Academy. This class performs various other personnel-related functions for supervisors, non-supervisors, and executive-level employees which includes: planning, coordinating, facilitating, monitoring, and evaluating Citywide programs; investigating complaints; mediating disputes; interpreting policy; writing reports; and related duties as required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. The responsibilities of this class involve the acquisition and application of professional knowledge and judgment, and the HR Development Administrator is required to exercise initiative and independent judgment in performing assignments. The duties of this class also require close contact with City management, employees, and applicable educational agencies and outside instructors in assessing and meeting the City's training needs and coordinating employee training and development programs and employee relations activities. The HR Development Administrator receives general supervision from the Human Resources Director who reviews work through conferences, reports, and the evaluation of overall results achieved. This position supervises paraprofessional support staff and a professional-level development staff as part of the City's ongoing training and continuous improvement program. This class is FLSA exempt-executive.

QUALIFICATIONS

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to a Bachelor's Degree with major coursework in Human Resource Management, Public or Business Administration, Adult Education, or a related field. Considerable (3 - 5 years) professional-level experience involving the development, implementation, coordination, presentation, and evaluation of comprehensive employee development and training programs. One year professional experience involving conducting investigations (sexual harassment, grievances, etc.), mediating disputes, and writing and interpreting policies. Two years in a supervisory or administrative capacity.

Special Requirement(s). None.

Substance Abuse Testing. None.

Preferred/Desirable Qualification(s). Certification as a Professional in Human Resources (PHR) from the Human Resource Certification Institute Society for Human Resource Management (SHRM) is highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with management, other City employees, public officials, representatives from outside educational agencies, and the general public in order to establish and maintain effective working relationships. Makes effective oral presentations. Provides guidance and counseling to City employees and departments. Provides directions to development staff, who instruct and train employees in a classroom. Prepares special reports, studies, and proposals which include recommendations to City management, procedures, schedules, and other written materials and documents. Receives and oversees the input of exit interview data.

Manual/Physical: Oversees the maintenance of Citywide training and employee relations records. Maintains, inventories, and operates training equipment and supplies (i.e., video recorder, overhead projector, books, video, computers, and audio tapes, etc.). Identifies and locates training facilities, funds, and related resources.

Mental: Plans, develops, coordinates, implements, and facilitates new training programs, and coordinates, monitors, evaluates, and improves existing training programs. Analyzes employee and City training needs by conducting training needs assessments and by conferring with department managers, supervisors, and employees to identify training requirements. Determines and develops training objectives for classes and management/supervisor academies. Develops employee development and employee relation's performance measures and monitors status accordingly. Organizes, coordinates, and participates in various employee training programs, and employee relations activities. Supervises staff, prioritizes assignments, monitors results, and evaluates performance. Prepares recommendations and strategies for the implementation of training programs. Coordinates executive development programs. Conducts research and analyzes data to make recommendations to management regarding training needs, sexual harassment and/or gender discrimination investigations, employee complaints, and other special projects as assigned. Resolves work-related problems involving training priorities and resistance to training. Prioritizes own work assignments. Comprehends and makes inferences from written material. Learns job-related material through on-the-job training and in classroom settings.

Knowledge and Abilities:

Knowledge of:

the techniques, principles, and methods used in employee training and development programs, adult education, and open-competitive and promotional recruitment and testing;
training program development, needs assessment and analysis, monitoring and evaluation methods, and control systems;
the learning theories and techniques applicable to employee training programs;
the principles of public administration and governmental organization;
statistical analysis, methods, and techniques;
effective report writing techniques and methods;
common supervisory practices and management principles;
individual and group counseling techniques;
employee relations/investigation techniques: and
employment law.

Ability to:

plan, organize, and coordinate activities to accomplish work assignments;
conduct research and apply results to programs, procedures, and report recommendations;
serve on and/or chair various City committees;
prepare written reports and other materials;
make effective oral presentations;
communicate clearly both orally and in writing;
conduct complaint investigations, including complaint intake, interviewing appropriate parties, evaluating documentation and other evidence, and determining violation of rule, law, or policy;
establish and maintain effective working relationships with management, other City employees, representatives from outside educational agencies, and the general public; and
effectively supervise exempt and nonexempt positions.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 8/15

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PAY GRADE: 55

EEO-O/A

NDOT SAFETY-No

SECURITY-No

NDOT RANDOM-No

DOT SAFETY-No

CDL-No

RESP-No

IND-8810

JOB FCTN-ADM

SWORN-No

INCREMENTS 62-200