DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to plan and administer a wide range of human resources activities in a large, complex department or administer a major, City-wide human resources function. The Human Resources Supervisor is the fourth professional-level class in the Human Resources class series. Work involves the application of accepted human resources techniques and knowledge to a variety of City-wide or departmental human resources practices and problems and the exercise of sound professional judgment. A Human Resources Supervisor supervises the activities of professional level subordinates in one of the programs or divisions of the Human Resources Department or professional level staff in a human resources section of a large department. In a field department assignment, a Human Resources Supervisor is responsible for the following functions: labor relations, personnel transactions and position control, employee development, safety, recruiting, affirmative action, and staffing planning. In the Human Resources Department a Human Resources Supervisor is responsible for program development and policy administration over a major program area such as Benefits, Classification and Compensation, Employee Development, Employment Services, Labor Relations, or Records and Placement. The Human Resources Supervisor is distinguished from the Human Resources Officer by the size of the department or responsibility for a City-wide human resources function, and the level, complexity of the work performed and the supervision exercised and received. Work is performed under general direction and is evaluated primarily on the basis of results achieved.

ESSENTIAL FUNCTIONS:

- Develops and administers City-wide or departmental human resources procedures consistent with City Human Resources policies and rules, Human Resources Department directives, and Administrative Regulations;
- Administers all aspects of a division of the Human Resources Department including staff, budgeting, and programming;
- Supervises professional, paraprofessional, clerical and technical staff within a division of the Human Resources Department or in support of the human resources section of a department;
- Advises employees and departmental management on employee grievances and compliance with Administrative Regulations and Memoranda of Understanding.
**City of Phoenix**

- Interprets and explains Personnel Rules, transaction and payroll procedures, contracts, and human resources-related policies and procedures to management and employees;
- Investigates and recommends solutions for significant personnel issues having City-wide or department-wide impacts;
- Recommends and establishes consistent disciplinary policies and procedures;
- Monitors, recommends, and reviews disciplinary and termination actions;
- Testifies on behalf of a department at Civil Service Board hearings, Grievance Committee hearings, and Unemployment Compensation hearings;
- Supervises a department safety program, including the determination of training needs and goals;
- Serves as the City’s primary contact on workplace violence incidents, FMLA, ADA or other significant City-wide issues;
- Acts as a field departments human resources liaison and works with Employment Services in the development or recruitment and testing processes, and periodically reviews departmentally specific classification specifications and coordinates job audits for classification and compensation studies;
- Acts as the department affirmative action representative, investigates EO complaints and submits position statements to the Equal Opportunity Department;
- Develops, implements and administers the City’s employee benefit programs and contracts;
- Keeps current on new ideas and techniques in the human resources, training, and safety fields by reading governmental and professional publications, attending seminars, and discussing related issues with other human resources professionals;
- Conducts training classes for supervisors and employees on human resources issues;
- Works closely with the City Employee Assistance Program Coordinator on confidential employee problems;
- Maintains regular and reliable attendance;
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity;
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

**Required Knowledge, Skills and Abilities:**

Knowledge of:

- Principles and practices of public human resources management.
- Compensation theory and practices.
City of Phoenix

- The principles and practices of recruitment, selection, labor relations, affirmative action, classification and occupational relationships.
- Employee development principles and practices.
- Benefits administration.
- Personnel Rules, Administrative Regulations, and Memoranda of Understanding/Agreement.
- Current issues in the safety field including loss prevention principles, occupational safety standards, environmental regulations, and worker's compensation issues.

Ability to:

- Perform a broad range of supervisory responsibilities over others.
- Develop and administer City personnel policies, programs, and procedures.
- Communicate orally in the English language in face-to-face one-on-one settings, in group settings, by personal computer or using a telephone.
- Observe and monitor people's behavior to determine compliance with prescribed operating or safety standards.
- Comprehend and make inferences from written material.
- Learn job-related material through oral instruction and observation and through structured lecture and reading.
- Remain in a sitting position for extended periods of time.
- Develop and conduct training sessions in City personnel policies and practices.
- Work under pressure (i.e., handling significant problems and tasks which come up simultaneously and/or unexpectedly).
- Produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar.
- Work safely without presenting a direct threat to self or others.
- Work cooperatively with department staff, other City employees, and the public.

Additional Requirements:

- Appointments to positions in the Aviation Department are subject to passing a Federal Bureau of Investigation (FBI) background check and a City of Phoenix or other law enforcement agency fingerprint check prior to hire.
- Some positions require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Five years of professional human resources management experience, and a bachelor's degree in human resources, public or business administration, or a related field. Other
combinations of education and experience that meet the minimum qualifications may be substituted.