

Human Resources Coordinator Diversity, Equity and Inclusion

Primary Reason Classification Exists

To perform paraprofessional level duties, technical and administrative work planning, organizing, a comprehensive diversity, equity and inclusion program for the City of Hendersonville. To manage and administer in the areas of recruitment, retention, training and employee development.

Distinguishing Features of the Class

An employee in this class is responsible for Diversity, Equity and Inclusion (DEI), internally by collaborating with City leadership and employees to direct, coordinate, and implement programs and activities designed to establish DEI as a shared value across the organization. The position will recommend and administer policies and procedures that are non-discriminatory and improve inter-group relations within City staff. The position will manage and administer in the area of recruitment, onboarding, retention, training and employee development. Work is performed under the general direction of the Human Resources Director and performance is evaluated on the basis of attainment of specific performance objectives, personal observation, feedback from department managers and employees.

Illustrative Examples of Work

- Collaborating with and providing technical assistance to City departments to create awareness, understanding and effective use of an equity lens in developing and implementing programs to achieve fair and equitable outcomes through recruitment, selection boards, talent management, and employee engagement;
- Developing and recommending performance indicators and progress benchmarks to maximize accountability related to the delivery of City services to achieve fair and equitable outcomes;
- Develops and recommends policies conforming to local, state and federal compliance in all areas by researching legal issues, consulting with employees and management, presenting drafts for approval, facilitating training on policy and procedure issues, and providing guidance to management and supervisors on issues; keeps current with changes in laws, rules, and regulations;
- Evaluates programs on an ongoing basis and reports program effectiveness; determines additional employee needs and interests; facilitates changes and/or additions to the program to reflect the changing needs of the employee population;
- Conducts research and other studies to determine sources of equity, diversity, and inclusion related grants; prepares applications for grant funding, maintains resource materials, evaluates results and produces reports;
- Manages and administers in the area of recruitment, onboarding, retention, training and employee development;
- Works with management/supervisors on recruitment process;
- Respond to inquiries and provide information to the general public and applicants;

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- Conducts all onboarding procedures including background screening, I-9 compliance, meeting with new employees;
- Assists in employee orientations;
- Prepares and places job announcements; develops recruiting materials such as job bulletins, advertisements and flyers;
- Prepares new hire packets, checking all for compliance;
- Represents the City at career fairs and other outreach activities;
- Enters and monitors job requisitions into software system, assists with applicant tracking and maintains applicant records, enters employee information into HCM system and other databases; assists with records maintenance;
- Manages the employee exit process when employees separate from employment including conducting exit interviews and ensuring all final steps have been completed;
- Assists the Human Resources Director with a variety of records, reports and research required by Local, State, or other external agency;
- Assesses training needs and develops and implements a variety of employee development programs; facilitates training session for groups of employees;
- Prepares written and audiovisual materials for employee training courses;
- Assists in the coordination, notification, and/or registration of various presentations, and special employee events;
- Receives and greets visitors in the department; gives information concerning visitors' needs.
- Performs other job-related tasks as required.

Knowledge, Skills and Abilities

- Thorough knowledge of individual and group behavior and of effective ways to work with people on all levels.
- Considerable knowledge of effective methods of organizational change; and the ability to manage, lead, and facilitate organizational change.
- Considerable knowledge of effective training and teaching methodologies; and the ability to conduct effective DEI and human relations training.
- Considerable knowledge of applicable federal, state, and local laws, regulations, and processes.
- Considerable knowledge of organizational operations and specialized programmatic requirements.
- Considerable knowledge of accepted theories, practices, and principles associated with public personnel administration and human resource management;
- Considerable knowledge of office practices and procedures; correct usage of grammar, vocabulary and spelling.
- Considerable knowledge of computers and software including word processing, data base management, and spreadsheets.
- Ability to work independently and to use initiative in managing designated program areas.
- Ability to lead discussions involving difficult issues, including diversity, inter-group relations, inter-racial relations, and trust.

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- Ability to communicate effectively in oral and written forms and ability to present effectively to various groups
- Ability to maintain confidentiality.
- Ability to develop and maintain effective working relationships with department heads, supervisors and employees.
- Ability to research, compile and maintain data and records and to file reports and use judgement in organizing and establishing formats and in responding to information.
- Ability to plan and coordinate projects and activities as well as develop and conduct training and orientation programs.
- Ability to be innovative and creative in designing new programs, proposing policy changes
- Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Skill in facilitating change by motivating, developing and directing employees at all levels of the workforce.
- Skill in problem solving, conflict resolution and group facilitation
- Skill in developing, delivering implementation, and evaluation of education programs, workshops and other presentations for small and large groups.
- Skill in collecting and analyzing large quantities of data and reaching sound conclusions that lead to forward moving progress.
- Skilled in maintaining complex records and preparing written narrative reports including those requiring statistical summaries and charts.
- Skill in publishing and advertising for events and information with newsletters, flyers, rack cards, etc.
- Skill in time management
- Skill in the use of computer applications such as Microsoft Word, Excel, PowerPoint, and Access to produce professional reports, create spreadsheets, and analyze data the use of office equipment and electronic resources.

Education

Graduation from an accredited college or university with a bachelor's degree in business administration, public administration, social sciences, human resources management, or other related field.

Experience

One to three years of responsible and professional experience developing and implementing a broad-based diversity and inclusion strategic plan; human resources or an equivalent combination of experience and education.

Physical Requirements

Work in this class is classified as light where the employee must be able to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. An employee must be able to move throughout City facilities freely to perform or observe work. An employee must have such visual acuity as to be able to read and write handwritten and typewritten material including being able to read a computer

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screen. An employee in this class must be able to talk and hear in order to be able to respond to the public and other employees

Working Conditions

Work is typically performed in an office setting with a temperature controlled environment and is not substantially exposed to adverse environmental conditions.

Special Requirements

Valid driver's license

Bi-lingual – Spanish preferred

FLSA Status: Non-Exempt

Disclaimer

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The City of Hendersonville reserves the right to assign or otherwise modify the duties assigned to this classification.

January 2021