



## JOB DESCRIPTION

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### Assistant Human Resources Director3

**Department:** Administration

**Pay Grade:** 24

**FLSA Status:** Exempt

#### **JOB SUMMARY**

Responsible for assisting the Human Resources Director in performing managerial and administrative work focused on planning, organizing, and directing a comprehensive human resources management program for the City of Hendersonville. Responsible for assisting in the development, planning, organizing, implementation and evaluation of the department's goals and objectives.

An employee in this class is responsible for assisting in the management of the human resources functions for the City of Hendersonville. Assists in analyzing, developing and administering personnel policies and procedures, classification and pay, defining operating policies and procedures for recruitment, selection and retention, employee relations, management and staff development, risk and safety programs, payroll administration, equal employment opportunity, and personnel records. Emphasis of work is on planning, directing, organizing, and evaluating comprehensive employee development, wellness, service excellence programs and related activities for the City of Hendersonville; identifies City wellness and customer service needs and promotes a culture of wellness and customer service through innovative programs and services with the ultimate goal of reducing health risks and addressing identified needs; develops strategies that lead to health improvement initiatives and programming for employees; communicates and promotes, employee development, health and wellness by developing educational materials, conducting workshops and presentations and organizing events; evaluates program effectiveness. This position assesses company-wide developmental needs to drive training initiatives and identifies and arranges suitable training solutions for employees. Works independently with general direction of the Human Resources Director and performance is evaluated based on attainment of specific performance objectives, personal observation, feedback from department managers and employees. May be required to supervise other employees of the Human Resources Department based on assignment by the Human Resources Directory.

**ESSENTIAL JOB FUNCTIONS**

- Researches, develops, evaluates, interprets, administers and enforces City-wide personnel policies, procedures and programs; determines long-range and short-range program goals and objectives; identifies program mission and scope of services; determines additional employee needs and interests; facilitates changes and/or additions to the program to reflect the changing needs of the employee population.
- Assists in administering comprehensive personnel management programs including recruitment and selection, employee relations, management and staff development, assists in the establishment and maintenance of an effective risk and safety program; payroll administration, equal employment opportunities, classification and pay, employee benefits, performance reviews and merit pay, policy development, and personnel records.
- Responsible for managing the performance review program.
- Assists in payroll review and processing.
- Assists in processing billing payments and performing reconciliation for employee benefits and other deductions as assigned.
- Assists with employee benefit management and annual open enrollment.
- Assists in developing, presenting, clarifying, and explaining personnel program activities to management, employees, City Council or designated committees.
- Assists in resolutions to complex, sensitive and controversial issues involving all aspects of public personnel administration.
- Researches, develops, monitors, and evaluates employee wellness initiatives designed to promote a culture that improves the health and well-being, of employees.
- Assists in ensuring the City's compliance with applicable federal, state and local statutes, laws and regulations; develops contact with monitoring agencies and keeps current with changes in laws, rules, and regulations.
- Contributes to organization strategies by identifying and researching human resources issues, contributing information, analysis, and recommendations to organization strategic thinking and direction.
- Assists with administering the department budget. Assists in assessing the need for additional resources; requests additional funding to support program growth and development; and justifies budget expansion requests to Assistant City Manager and City Manager.
- Prepares purchase requisitions; receives and processes invoices and P-card transactions, monitors department expenditures.
- Assists with presentations, clarifications, and explanations of personnel program activities to management, employees, City Council or designated committees.
- Assists with preparation and submission of all required state and federal HR related reports.
- Assists in conducting and/or monitoring investigations of personnel grievances, complaints, incidents and employee disciplinary actions.
- Conducts training and developmental needs assessments; work with HR and City departments to ensure employee training and education needs are being met.
- Train and coach managers, supervisors and others involved in employee development efforts.
- Develops health education materials, workplace health awareness, health outreach, and educational programs.
- Effectively promotes and markets wellness, employee development, and training programs by utilizing existing resources and in development of target programs.
- Promote knowledge of the City's goals and objectives.
- Provide the necessary tools to meet the development needs of new and current employees.

- Identify the City's specific education and trainings to promote talent and capability.
- Conducts follow-up studies of all completed training to evaluate and measure results.
- Plans and implements innovative and creative approaches to improve employee health, well-being, employee development and training needs.
- Chairperson of the Wellness Committee and the Service Excellence Committee's.
- Responsible for planning, organizing and implementing trainings to include but not limited to the new employee orientation training, newer employee luncheon with question and answer sessions, Crew Leader trainings, retirement seminar and the City of Hendersonville Academy (COHA);
- Plan and organize the annual United Way campaign.
- Conducts research and other studies to determine sources of health and wellness related grants; prepares applications for grant funding, maintains resource materials, evaluates results and produces reports.
- Analyzes and evaluates a wellness program and forms sound, logical recommendations and conclusions.
- Develops and delivers training and educational programs.
- Prepares various correspondence, reports, forms, brochures, flyers, newsletters, and other written materials.
- Assists in the coordination, notification, and/or registration of various presentations, vendor meetings, and special employee events.
- Receives and greets visitors in the department; gives information concerning visitors' needs.
- Performs other related job duties as assigned.

## **QUALIFICATIONS**

### **Education and Experience:**

Bachelor's degree from an accredited college or university with major coursework in human resources management, business administration or related field; and six (6) or more years' progressively responsible and broad-based professional experience in governmental or private sector human resource management; or an equivalent combination of education and experience.

### **Special Qualifications:**

- Possession of a valid driver's license to operate a motor vehicle. Requirements exist at the time of hire and as a condition of continued employment.
- Society of Human Resource Management (SHRM) SCP or CP certification or Public Sector Human Resources Association (PSHRA) SCP or CP required or ability to obtain with eighteen (18) months of hire.

### **Knowledge, Skills and Abilities:**

- Knowledge of accepted theories, practices, and principles associated with public personnel administration and human resource management.
- Knowledge of applicable federal, state, and local laws, regulations, and processes.
- Knowledge of standard personnel programs in job classification, wage and salary structures and compensation administration, employee relations, staff development, payroll administration, risk and safety procedures and administration.
- Knowledge of administrative principles applicable to health and wellness programs.
- Knowledge of training techniques and skill in training program delivery.
- Knowledge of payroll and benefits principles and practices.
- Knowledge of the City's personnel policies.

- Knowledge of business and management principles involved in strategic planning, resource allocation, human resource modeling, leadership techniques and coordination of people and resources.
- Knowledge of equal employment opportunity and affirmative action regulations.
- Knowledge of office practices and procedures; correct usage of grammar, vocabulary and spelling.
- Knowledge of computers and software including database management, and spreadsheets.
- Skill in supervision, motivating, developing and directing employees.
- Skill in publishing and advertising for events and information with newsletters, flyers, rack cards, etc.
- Skill in problem solving, conflict resolution and group facilitation.
- Skill in time management and the use of office equipment and electronic resources.
- Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Skill in working with all levels of the workforce and in facilitating change.
- Ability to plan, organize and direct the work of employees in the fields of payroll administration, risk and safety, recruitment.
- Ability to work independently and to use initiative in managing designated program areas.
- Ability to communicate and present effectively in oral and written forms via computer, telephone and face-to-face.
- Ability to develop and maintain effective working relationships with department heads, supervisors and employees.
- Ability to analyze and assess programs, policies and operational needs and make recommendations for adjustments and changes; implement approved changes.
- 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 and recommending motivational and organizational development.
- Ability to compile, evaluate, and reconcile a variety of payroll and human resource records and reports.
- Ability to apply basic payroll and accounting principles and practice in problem solving challenges arising in payroll and/or employee insurances.
- Ability to be tactful and courteous and maintain confidentiality.
- Ability to plan, organize, and manage multiple personnel management programs.
- Ability to plan and coordinate periodic and annual employee recognition programs.

### **PHYSICAL DEMANDS**

Work in this class is defined 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 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.

### **WORK ENVIRONMENT**

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

*The City of Hendersonville has the right to revise this job description at any time. This description does not represent in any way a contract of employment.*