Job Description

Job Title:	Human Resources Director/ Risk Management	Classification:	Unclassified
Department:	Human Resources	Grade:	370
Occupational Group:	Leadership	FLSA:	Exempt
Status:	Full-Time	Supervisory:	Yes

Primary Purpose

Under general supervision from the City Manager's office; manages the overall human resources and risk management activities for the City.

Essential Leadership Job Functions

As a member of the City's Management Team, Department Directors provide critical leadership for the organization. Beyond the technical and administrative functions of the Department's operations, these additional essential functions are required for members of the City's Management Team to be successful.

- Ensures compliance for relevant rules, regulations, ordinances, and directives that may be established by the City Manager, City Council, State of Missouri, and Federal Government.
- Collaborates with members of the City's Management Team to promote a cohesive and positive working environment.
- Researches, develops, and recommends solutions to organizational-related issues and concerns; establishes and documents processes that support the continuous improvement of City operations and services.
- Partners with internal leaders and subject matter experts to reconcile variations and conflicts in processes, policies, and practices to work towards simplification, standardization of service delivery, and improved customer service.
- Coordinates, facilitates, and provides high-level project management for strategic planning and change efforts to ensure wide-spread stakeholder understanding, momentum, buy-in, and commitment to address multi-faceted problems and implement sustainable solutions.
- Coaches and develops direct reports by providing regular feedback regarding employee performance. Provides timely and constructive feedback through the formal evaluation process for direct reports and ensures application of the same by Department supervisors and managers.
- Addresses employee performance concerns in compliance with established policies and procedures. Participates in the disciplinary process by ensuring due process is provided in accordance with the City's policies and procedures, conducts fact-finding hearings when appropriate, recommends the appropriate discipline in consultation with Human Resources, and presents a recommendation for disciplinary action to the City Manager prior to issuing the approved disciplinary action.
- Receives critical input from appropriate supervisors and managers before making final hiring or promotional decisions. Ensures departmental hiring and promotional processes are conducted in coordination with and approved by Human Resources. Verifies budgetary approval before proceeding with recruitment or promotional processes and implementing the final hiring decision.
- Develops the Department's annual budget requests, with input from appropriate staff, to provide necessary programs and services for the community as approved by the City Manager's office. Reviews and approves expenditures for non-personnel costs, to ensure spending is minimized and services are maximized throughout the fiscal year. Ensures departmental purchases comply with the

City's purchasing policies and procedures and are authorized in the budget.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Supervises Human Resources Department personnel, services, programs, and activities including the appointment, promotion, evaluation, and discipline of departmental staff.
2. Consults with the City Manager, Assistant City Manager, and Department Directors on personnel matters including employment, compensation, training, employee relations, employee benefits, and disciplinary matters.
3. Provides leadership and advises City officials, including supervisors, managers, and the City Council, regarding a wide variety of human resources issues in the areas of classification, compensation, benefits, employment, employee relations, and employee training to ensure compliance and education of City officials and staff.
4. Oversees, coordinates, and directs activities of the Human Resources Department including employment, compensation, equal employment opportunity, affirmative action, workers' compensation, benefits, payroll entry, training and educational programs, performance evaluations, retirement programs, risk management programs, and general office recordkeeping.
5. Manages and ensures the City's full cycle employment process is effective and complies with appropriate City, State, and Federal laws, regulations, guidelines, and City Charter. Ensures Human Resources staff, Department Directors, Managers and Supervisors participating in the employment process are appropriately trained and compliant with appropriate City, State, Federal laws, regulations, guidelines and City Charter.
6. Serves as the City's ADA Coordinator; ensures compliance with ADA related issues relating to the employment process and the work environment. Coordinates with appropriate staff when concerns arise regarding program or physical barriers to ADA are identified.
7. Oversees the maintenance of the classification and compensation systems including reviewing salary survey information in relation to the City's pay schedule; ensures class specifications are reviewed and updated to ensure fairness and equity.
8. Oversees maintenance/updating of the employee personnel records including notifying supervisory/managerial staff when employee performance evaluations are due. Addresses concerns in the evaluation process with Department Directors and City Manager's office as needed.
9. Prepares a variety of reports for City officials and outside agencies to comply with State and Federal requirements. Ensures policies and postings are readily available for City employees and the public to review and for compliance review and inspection as required.
10. Develops and recommends policies and procedures regarding all areas of human resources based on changes in Federal, State, or local laws or regulations, workforce dynamics, or to improve the recruitment and retention of the City's workforce.
11. Participates and advises management and other departmental staff on disciplinary matters affecting City personnel to ensure compliance with policy and ensures consistency throughout the City. Leads fact-finding hearings in coordination with the Department Director. Responds to employee grievances, including counseling employees and supervisors, recommends disciplinary actions, documents processes and procedures, and notifies employees of suspension, demotion, or termination in coordination with the Department Director, following approval by the City Manager.
12. Investigates and coordinates complex return-to-work issues, both duty and non-duty related, and advises departments and the affected employee on their benefits, rights, and options relating to returning to work, extended leave, or an employment exit strategy when necessary.
13. Manages Risk Management functions; reviews insurance policies, recommends changes, prepares "Request for Proposal" documents for bids, coordinates claims activities, recommends settlements,

and monitors budgets for General Liability, Property, Auto, Public Officials Liability, Crime, Worker's Compensation, Health Insurance, and Unemployment Compensation coverages; conducts on-site inspections for major claims. Coordinates frequently with the City Attorney and Legal Services staff to update the City Manager and staff on critical claims or claim frequency on a regular basis.

Other Duties

- Serves as the Personnel Board Secretary and represents the City during Personnel Board Appeal Hearings.
- Advises supervisory/managerial staff of State and Federal laws, regulations, and guidelines including but not limited to: FLSA, EEOC, FTA, DOT, OSHA, EPA, DNR, and ADA regulations and guidelines.
- Leads and participates effectively at departmental and divisional staff meetings.
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: Public sector personnel administration principles and practices including the principles of classification, compensation, benefits, employment, employee relations, and risk management; Federal and State employment laws, policies, regulations, and guidelines; City's Charter and Personnel Rules and Regulations; City of Joplin's employment, compensation, and benefits practices; principles and practices of employee supervision; effective communication strategies and techniques for adult learners; Microsoft Office Suite

Skill in: Establishing and maintaining effective working relationships with City employees/officials and the public; managing the day-to-day operations of a human resources office; understanding and interpreting complex laws, regulations, policies, procedures, and guidelines; coordinating/managing a variety of risk management functions; Microsoft Office Suite.

Education: Graduation from an accredited college or university with a Bachelor's degree in Human Resources Management, Personnel Administration, Public or Business Administration, or related discipline. Master's degree in a related discipline is preferred.

Experience: Five years full-time human resources work experience at a supervisory and management-level. Prior experience in Risk Management and public sector Human Resources experience is preferred.

Licenses and Certifications: Possess and maintain a valid state issued driver's license. SHRM-CP, SHRM-SCP, CLRP, SPHR or PHR certification is desirable, but not required.

Physical Demands Requirements and Working Conditions

This is primarily an office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, and push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin. Must establish and maintain residency within 12 air miles of Joplin's City Hall.

Revision Date: 11/01/2021	Type of Change: Update position
Revision details: City-wide job description revision and updates.	