



CLASS SPECIFICATION

DIRECTOR OF HUMAN RESOURCES, 9558

5/5/00

Summary of Duties: Directs, develops, implements and manages human resources activities of the Department of Water and Power including a variety of human resources and support programs, policies, procedures, and systems which ensure compliance with local, state, and federal laws; and does related work.

Distinguishing Features: A Director of Human Resources is responsible for the adequacy and validity of technical personnel practices within the Department of Water and Power and is required to exercise a high level of independent judgment in directing the resolution of highly critical, sensitive, and complex human resources issues. A Director of Human Resources is given broad policy and decision-making latitude in directing the actions of their employees in achieving goals, and may be held accountable to defined levels of expected performance. Incumbents manage one or more critical sections of professional and nonprofessional staff in a centralized agency. A Director of Human Resources advises executive managers on a variety of human resources issues. The managerial actions of the incumbents in this class are subject only to executive direction and review.

A Director of Human Resources is responsible for the performance of the full range of supervisory activities including the application of discipline, processing and resolution of grievances, and evaluation of performance, and administration of Memoranda of Understanding.

Examples of Duties: A Director of Human Resources:

- Directs or assists in directing, through subordinate managers and supervisors, the administration and implementation of a variety of human resources programs including the department's labor relations, EEO, employee training and development, recruitment, and employee benefit programs;
- Directs the preparation of special studies and reports to monitor the effectiveness and efficiency of human resources related programs, policies, and procedures;
- Determines and directs the implementation of departmental personnel policies and procedures consistent with City-wide policies and procedures;
- Directs the preparation and submission of surveys, statistical studies, and special reports to Department management and the Board of Water and Power Commissioners;
- Interfaces with unions and is involved in the meet and confer process, contract negotiations, contract administration, issue resolution, grievances, and arbitration;
- Provides consultation to business units and offers timely and accurate advice on labor contracts and handles grievances in accordance with labor agreements;
- Confers with, recommends, advises, and elicits cooperation of supervisors and managers on human resources matters including recruitment, transfers, promotions, employee training and development, discipline, termination recommendations, leaves of absence, benefits, certification requests, position allocations, investigation of employee complaints, and employee assistance program;

Example of duties (cont.):

- Consults with, and advises management on the interpretation and application of Civil Service Commission rules and policies, provisions of the Charter and Administrative Code, various Memoranda of Understanding, and personnel policies and procedures;
- Directs the development of instruction courses, seminars, workshops, and other training programs for DWP employees;
- Directs the preparation and monitoring of contractual training arrangements or partnerships;
- Assists and provides consultation on performance issues to enable supervisors and managers to maximize employee productivity;
- Consults with supervisors and managers to promote employee career development;
- Directs the negotiation of health insurance contracts with health plan agencies;
- Oversees employee benefits program, employee suggestion program, employee surveys, and tuition reimbursement program;
- Oversees the integration of the human resources information system within the Department, and ensures that HR related systems are compatible with the Department infrastructure;
- Works closely through subordinates, with the Personnel Department on the administration of recruitment, examinations, training, affirmative action and equal employment opportunity programs, and related City requirements;
- Represents the Department at various meetings with the Mayor, City Council, Council Committees, Personnel Department, and City Administrative Office on human resources matters.

May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications: Incumbents must have the following knowledge and abilities:

Knowledge of:

- Public personnel administration and the principles of management and organization as related to the administration of a comprehensive human resources program;
- Progressive human resources systems involving personnel development, training, supervision, labor relations, employee benefits, and equal employment opportunities;
- Project or program management on a department-wide or Citywide scale;
- Ordinances, procedures, and practices related to employee relations;
- Department of Water and Power budget processes and expenditure programs;
- City's classification structure;
- Techniques and procedures of job analysis and evaluation;
- Charter provisions, Department of Water and Power policies, rules and regulations, Civil Service Commission rules and policies, and City Attorney opinions related to personnel administration;
- Principles and methods of employee training and development;
- Safety principles and practices;
- Federal, state and city laws and regulations relating to public sector labor-management relations;
- Organization, functions, services and classes of the Department of Water and Power;
- Laws and regulations related to equal employment opportunity and affirmative action;
- Recruitment methods and strategies;
- Personnel record keeping policies and procedures of the Department of Water and Power;

- Information systems, software, and programs and the ability to establish and utilize computer or system generated reports;
- Memoranda of Understanding as they apply to subordinate personnel.

The ability to:

- Develop and administer a comprehensive well-rounded human resources program;
- Manage through subordinate supervisors;
- Manage change and/or reengineer strategies within a unionized setting;
- Exercise sound administrative judgment and initiative in the development of new methods and procedures and in the solution of difficult personnel problems;
- Plan, organize, direct and coordinate the complex and varied activities related to human resources;
- Direct and evaluate the work of subordinate supervisory and non-supervisory personnel;
- Obtain and maintain acceptance of personnel policies, procedures and decisions;
- Deal tactfully and effectively with elected officials, department management, supervisors, subordinate personnel, and the public;
- Demonstrate leadership skills and abilities to handle multiple, highly sensitive programs and priorities;
- Prepare and present oral and written reports and recommendations concisely, completely, logically, and convincingly;
- Prepare reports involving summaries and analyses of information and the justification of controversial recommendations or findings.

Minimum Requirements: Two years of full-time paid professional experience as a Utility Administrator III or in a position at that level, which provides experience in personnel, administration, or labor relations.

Appointment to this class is subject to a one-year probationary period under provisions of Section 109 of the City Charter.

License: Some positions may require a valid California driver's license.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to accommodate the limitation.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what the duties and responsibilities of any position shall be.