



CLASSIFICATION NO. 082

Established: 10/07

Revised: 8/16

FLSA: Exempt

EEO: 2

HUMAN RESOURCES PROGRAM COORDINATOR

CLASS CHARACTERISTICS

Under direction, to plan, develop and administer a specialized Human Resources program or project; to coordinate program activities with county management, employees and community stakeholders; to facilitate and participate in program activities; to plan and monitor performance against program goals and objectives and ensure results; to recommend policies and procedures related to program; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Department of Human Resources provides human resources services to all County departments, including employee recruitment and selection, personnel ordinance and policy administration, position classification and compensation, organizational development, employee training and development, workforce planning, benefits administration, employee wellness, risk management, workers' compensation, liability and casualty claims management, human resources information systems, labor relations and collective bargaining.

The Human Resources Program Coordinator is responsible for planning, implementing and evaluating a human resources program with county-wide visibility and impact. Incumbents perform a variety of professional and technical work while leading and participating in efforts to build program support with internal and/or external stakeholders. Incumbents are expected to exercise discretion in carrying out responsibilities independently, ensuring the consistent application of program specific standards and policies on a County-wide basis.

The Human Resources Program Coordinator differs from the Human Resources Analyst series which performs professional human resources assignments in support of one of the department's functional areas. It also differs from the Human Resources Manager series which provides management services over a specialized operational area and directs the work of professional staff within that section.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Researches, develops, plans and implements a human resources program or project to meet overall program goals established by the County; develops and recommends associated program policies and operating and administrative procedures; identifies and recommends solutions to program resource needs and requirements; develops annual work program and calendar; plans, organizes, implements and evaluates work activities to meet established overall program goals and objectives.

2. Prepares and administers department contracts with service providers and consultants; negotiates terms and conditions; monitors contracted services for legal, fiscal and program compliance; coordinates, prepares and submits funding requests; prepares and administers program budget; monitors and controls fund allocations.
3. Coordinates program services and activities with County departments; develops program partnerships, where applicable, with external agencies and organizations; plans, develops and conducts program outreach and promotional activities; develops information and outreach materials; plans, arranges and conducts program events.
4. Maintains program data and evaluates program effectiveness; uses the County's Human Resources Information System (HRIS) in conjunction with other computer tools to gather and track data on associated County costs for program activities; meets with departments to review project status and resolve development/implementation issues; develops and maintains databases required to manage, integrate and report on program activities; develops narrative and statistical program performance reports and recommendations.
5. Serves as a technical resource for program information; leads the work of support staff assigned to assist with program; provides training and technical assistance to County staff; provides interpretations of program policies and associated regulations; assists the Director of Human Resources in providing staff support and consultation to elected officials and department directors and managers on program issues, projects and activities.
6. Provides management support to employee and labor relations activities; identifies and researches significant or controversial issues; conducts investigations of informal or formal internal complaints, grievances or appeals filed related to applicable HR policies, collective bargaining agreements; researches and resolves grievances; maintains investigative records and prepares report of findings; drafts and recommends contract language; researches, analyzes and reports on costs of contract proposals.
7. In support of program goals, may perform professional and technical work in one or more of the department's specialized program areas, including recruitment and selection, classification and compensation, training, labor and employee relations, benefits administration and/or HRIS.
8. May supervise the work of support staff; interviews and selects new employees; prepares and conducts performance evaluations and disciplinary actions; responds to employee discipline problems and grievances; conducts and/or facilitates staff training and development programs; approves absences and overtime.

REQUIRED KNOWLEDGE AND SKILLS

Working knowledge of: Principles, practices and methods of program, administrative and organizational development and analysis; principles and practices, tools and techniques of program/project planning, budgeting and management; principles and practices of human resources and personnel administration; principles and practices of public administration; methods and techniques of statistical research and analysis and claims administration; investigative and fact-finding practices; applicable Federal, State and local personnel laws, rules, regulations, codes and ordinances; County government organization and operations; human resource information systems; principles of effective marketing and promotion.

Skill to: Coordinate program activities with multiple stakeholders and facilitate development of agreement and consensus; analyze difficult program, administrative, operational and organizational objectives and issues and prepare recommendations; collect, compile, analyze and interpret relevant complex information and data; make accurate arithmetic calculations; prepare clear and concise reports, correspondence and other documents; effectively utilize a human resource information system; communicate effectively, both orally and in writing, particularly in speaking before groups; establish and maintain effective working relationships with County employees, elected officials, union officials, other agencies and the public; incorporate collaborative team participation in decision making; investigate, negotiate and mediate claims and disputes; effectively recommend compromises and settlements; interpret and explain personnel and related laws, policies and programs to County employees, elected officials and the public; coordinate and integrate multiple program or project work activities to meet critical deadlines; plan, supervise and evaluate work of paraprofessional and support personnel.

WORKING CONDITION

Some positions require working hours outside the normal work schedule.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of five (5) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications:

The following licensure/certifications are required at the time of hire.

- Some positions require a valid American Red Cross CPR certification

PRE-EMPLOYMENT REQUIREMENTS

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.