



CLASSIFICATION NO. 739
Established: 8/22
Revised and Retitled: 7/24; 12/25
FLSA: Exempt
EEO: 2

HUMAN RESOURCES SUPERVISOR

CLASS CHARACTERISTICS

Under general direction, to plan, organize and supervise the day-to-day operations and activities of a team within a human resource division; to lead the design and coordination of the assigned HR program(s); to manage external vendor relations; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Department of Human Resources provides human resources services to all County departments, including recruitment and selection, HR policy administration, employee and labor relations, classification, compensation and pay equity, organizational development, employee engagement and development, employee wellness and benefits administration, risk management, workers' compensation, liability and casualty claims management, and human resources information systems.

The Human Resources Supervisor oversees the staff and daily operations of a Human Resources program within a HR division. The incumbent ensures assigned programs are administered in accordance with applicable federal and State statutes and regulations, collective bargaining agreements, and County policies and procedures. Incumbents participate in the more complex aspects of the work and possess technical and professional skills, as well as the management skills necessary to administer the program. The Human Resources Supervisor reports to a Senior or higher-level HR management classification who receives and evaluates recommendations provided from the Supervisor and provides operational and strategic leadership.

The Human Resources Supervisor differs from the Human Resources Manager which has responsibility for the development, administration, and evaluation of a specialized HR functional area, including establishing goals and objectives, designing and managing service delivery systems, and administering division budgets and resources. It differs from the Human Resources Analyst 3 and HR Program Coordinator which do not have formal supervisory responsibilities.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Plans, coordinates and implements the goals and objectives of the assigned program; develops and implements program policies, processes, and procedures; oversees staff and daily operations; monitors program services to ensure compliance with federal and state laws, County policies and collective bargaining agreements.

2. Hires and supervises professional and administrative support staff to provide quality service to County employees; prepares performance evaluations and provides counseling for career development; recommends and administers progressive discipline; conducts and/or facilitates staff training and development programs; promotes cooperative team efforts among staff and with other County departments.
3. Manages relations with third party vendors; participates in evaluating vendor performance, provides feedback and recommends process improvements; partners with Senior Managers and Deputy Director to manage escalations regarding complex issues.
4. Provides direction to staff on complex technical or procedural issues; makes or reviews decisions on difficult issues or problems; ensures maintenance of confidential information in compliance with applicable recordkeeping and confidentiality requirements.
5. Oversees administrative aspects of program areas including ensuring appropriate and timely communications and notifications; works closely with HR staff, department managers, employees, and Payroll to ensure timely and accurate compliance.
6. Recommends and assists in the implementation of goals and objectives; establishes schedules and methods for providing services; aids in the creation, recommendation and implementation of policies and procedures; prepares various reports on operations and activities.
7. Develops policies, procedures and guidelines; recommends changes to HR leadership; participates in the implementation and communication of approved policies and procedures to County leadership.
8. Responds to employee requests and public inquiries; resolves complaints in an effective and timely manner; may act as assigned human resources expert witness in legal actions.
9. Utilizes the County's human resource information system (HRIS) and query tool to select employee information for a variety of claim and leave issues; uses HRIS in conjunction with other computer tools to provide analysis, costing and employee statistics, reports and documents.
10. Participates in the collective bargaining process; identifies and researches significant or controversial issues; prepares exhibits for fact-finding and interest arbitration hearings; drafts and recommends contract language.

Duties also include, within HR functional area - Leave Administration:

11. Oversees the reasonable accommodation process under the ADA and applicable County policies; collaborates with program staff, County Counsel, HR management and other stakeholders on complex ADA matters, such as compulsory leave, reassignment, medical layoff, fitness for duty, and reasonable accommodations
12. Coordinates with vendor on short and long-term disability programs; informs and counsels employees and family members on disability benefits and assists in researching and resolving claims issues; responds to questions and provides information on the provisions of the disability programs and related claims materials; oversees the review of submitted

claims, completion of employer forms and coordination with insurance provider so that a claim determination can be made.

Duties also include, within HR functional area – Risk and Safety:

13. Serves as subject matter expert for County-wide Safety program information, applying advanced subject knowledge; oversees and/or provides training and technical assistance to County staff; provides interpretation of program policies and associated regulations; serves as back-up for Risk HR Manager, Senior.
14. Provides consultation, technical training, enforcement, and compliance assistance to employees/departments on processes and work practices unique to various occupational groups; provides input for safety rules, interpretation of codes and variances; assures program licensure, testing, certification, and statutory obligations meet or exceed standards; responds to employee safety complaints and requests for safety rule clarifications.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Federal and State statutes, rules, regulations, codes and ordinances pertaining to administration of the County's disability, leave of absence, return-to-work and reasonable accommodations programs, specifically, short and long-term disability benefits, ADA, OFLA, FMLA, Oregon Paid Family and Medical Leave and Pregnant Worker Fairness Act; principles, practices and techniques of claims and leave administration; applicable Federal, State and local human resource and EEO laws and case law, rules, regulations, codes and ordinances related to functional area; Federal, State, and local safety agency regulations and rules applicable to department operations, including Federal and Oregon Occupational Safety and Health Administration, Department of Motor Vehicles, Federal Motor Carrier Safety Administration, Federal and State Drug Testing, Environmental Protection Agency, Department of Environmental Quality, Office of State and Fire Marshall, and United States Department of Transportation; national and international consensus standards (ANSI, NFPA, ISO) and Best Management Practices; principles and practices of industrial safety; accident prevention, occupational hazards, hazardous materials identification and disposal methods.

Working Knowledge of: Principles and practices of public administration; participative management theories; operations, services, and activities of human resource information systems; methods of data generation, data collection, and database management; methods and techniques of statistical research and analysis; principles of public administration, including budgeting and personnel management; principles and techniques of financial reporting and record keeping; methods and techniques of conflict resolution; County government organization and operations; principles and techniques of supervision; Principles and practices of liability and loss control methods; work practices, materials, tools, equipment and safety hazards associated services provided by the County; principles and practices of training, safety program evaluation and development.

Skill to: Collect, compile, analyze, store in a data base and interpret relevant complex information and data; make accurate arithmetic calculations; analyze and resolve problems and/or prepare recommendations; prepare clear and concise reports; prepare and maintain detailed, accurate and organized records; communicate effectively, both orally and in writing, particularly in speaking before groups and in testifying in a legislative arena; exercise tact and diplomacy in dealing with sensitive, emotionally charged and confidential human resource and employee issues; investigate and analyze accidents, summarize results of investigations,

coordinate with Risk and Benefits Management staff, and recommend corrective action; maintain accurate records; resolve conflicts and effectively facilitate situations when those involved have conflicting perspectives; establish and maintain effective working relationships with County employees, union officials, other agencies and the public; investigate, negotiate and mediate claims and disputes; effectively recommend settlements; interpret, apply and explain federal and state statutes, rules and regulations and County policies applicable to family medical leave and disability; operate computer equipment, including personal computers and applicable software applications; develop spreadsheets and reports.

WORKING CONDITIONS

Incumbents frequently interact with employees and/or family members experiencing heightened emotional stress as a result of serious illness or injury.

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 six (6) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Training/Certification: None.

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.