



City of Crescent City

Classification: Human Resources Manager

EEO Classification: 1

FLSA Status: Exempt

Employee Association: Unrepresented, Confidential

DEFINITION: This position provides highly responsible human resources management and administrative support to the City Manager; analyzes human resources needs and assists in the development of programs, policies and practices; initiates ideas and supports proposals and actions that will improve communications, skills and employee morale; plans, organizes and coordinates the administration of the personnel program including recruitment, selection, compensation, grievance/discipline and employee relations components; consults with departmental staff on personnel issues; investigates and resolves employee and management concerns; administers employee recognition programs.

This position receives administrative direction from the City Manager and participates as a member of the City's Management Team.

ESSENTIAL FUNCTIONS / KNOWLEDGE, SKILLS & ABILITIES: *The following duties are typical for this classification. Incumbents may perform all or some of the key responsibilities listed below and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices. Incumbents may be required to have all or some of the specialized knowledge, skills, and abilities listed. City Manager reserves the right to add, modify, change, or rescind the work assignments.*

Examples of Essential Job Functions (including but not limited to the following):

- Assumes management responsibility for major human resources functions and activities, including recruitment and selection, job analysis and classification, compensation, employee training and development, and general human resources administration;
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned functions and programs;
- Develops, updates, and interprets personnel policies, procedures, and employee handbooks;
- Assists in managing and participates in the development and administration of the department's annual budget including monitoring of and approval of expenditures;
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate;
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects to the City Council and City Manager;
- Administers and coordinates recruitment, selection, pre-employment testing, onboarding, and separation processes for all City departments;
- Advises department heads, supervisors, and employees on HR policies, procedures, and best practices;
- Coordinates activities with other departments in personnel matters that include, but are not limited to, evaluations, disciplinary actions, employee grievances, work performance issues, and recruitment;
- Assists with the investigation of discrimination and all harassment complaints and employee grievances, according to established procedures and in compliance with applicable laws;
- Builds and maintains respectful, positive working relationships with staff, supervisors, outside agencies and the public using principles of good customer service; provides effective conflict resolution as needed; models appropriate professional management conduct; maintains appropriate confidentiality of sensitive information; complies with and supports City policies and procedures, labor laws, and MOU provisions;

- Coordinates and ensures compliance with leave laws (FMLA, CFRA, PDL, ADA), oversees employee ADA accommodation requests and the interactive process;
- Maintains employee personnel records and manages electronic Human Resource information system records and data;
- Assists in labor relations activities, including preparation for negotiations, development of negotiation strategies, attendance at negotiation meetings, interpretation of MOU provisions, and classification and compensation reviews;
- Coordinates with City Attorney and City Manager regarding legal aspects of potential liability and claims litigation;
- Coordinates the administration of the risk management program that includes workers' compensation; Receives and files worker compensation claims and prepares related reports; monitors claims for appropriate treatment, claims handling procedures and cost;
- Assists with coordinating the City's safety program; investigates workplace accidents and claims; participates and coordinates activities as a safety committee member; consults with departmental representatives to minimize liability and prevent loss and maintains related records;
- Coordinates the City's mandatory training, safety compliance, employee safety training records, and employee recognition programs;
- Stays informed on changes to labor laws and ensures City compliance with applicable federal, state, and local employment laws;
- Prepares personnel reports, correspondence, and documentation for audits, litigation, and compliance;
- Reviews and responds to personnel related requests from employees, management, outside agencies and the public;
- Coordinates with payroll for timely and accurate processing of personnel transactions;
- Serves as a confidential liaison on sensitive employment matters and supports organizational effectiveness initiatives;
- Administers the provisions of existing employment agreements and MOU's; and
- Performs other job-related duties as required. Under direction from the City Manager, this position may assist in a range of administrative duties and projects that fall outside of the scope of normal HR duties.

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures;
- Principles and practices of leadership;
- Principles and practices of public sector human resources administration in California;
- State and federal labor laws including but not limited to FMLA, CFRA, ADA, FEHA, FLSA, and Cal-OSHA, and their application to the public sector;
- Recruitment, selection, and classification principles;
- Principles of labor relations and collective bargaining;
- Workers' compensation and risk management basics;
- Best practices in employee engagement, training, and development;
- Laws governing workplace safety issues;
- Electronic spreadsheet, word processing, and human resources software;
- Municipal government administration;
- Record-keeping principles and procedures;
- Modern office procedures, equipment and computer applications related to the work assigned;
- Proper English usage, grammar, spelling, vocabulary and punctuation; and

- CalPERS regulations.

Skill to:

- Establish and maintain effective and cooperative working relationships with those contacted in the course of work;
- Effectively communicate in the English language, both verbally and in writing;
- Deal successfully with the public and coworkers, in person, in writing and over the telephone;
- Courteously respond to community issues, concerns and needs;
- Make adjustments to standard operating procedures as is appropriate;
- Work independently;
- Understand and follow instructions;
- Establish and maintain effective working relationships;
- Use sound judgment in following and applying appropriate laws, regulations, policies and procedures; and
- Interpret and apply policies, procedures and guidelines of the department to which assigned in a timely manner.

Ability to:

- Perform responsibilities of a municipal personnel program with minimal guidance and supervision;
- Analyze complex HR issues and recommend appropriate solutions;
- Interpret and apply laws, regulations, policies, and MOU provisions;
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials;
- Maintain confidentiality and use discretion in handling sensitive information;
- Be detail oriented with outstanding follow through;
- Organize, prioritize and coordinate workload and meet critical deadlines;
- Perform difficult and complex administrative and clerical work requiring the use of independent judgment and initiative;
- Maintain documents, records, analyze data and prepare accurate reports;
- Work effectively and efficiently in Microsoft Office in a Windows environment, including Word and Excel, and in a Springbrook HR/Payroll software environment;
- Maintain positive and good working relationships with employees, co-workers, other agencies, and the general public; deal effectively with a wide variety of personalities and situations, under stress, requiring diplomacy, friendliness, poise and firmness;
- Communicate effectively in writing and orally with all levels of staff and the public;
- Make mathematical and financial calculations rapidly and accurately;
- Conduct complex research projects on a wide variety of topics;
- Follow oral and written directions;
- Stay current with public sector employment related legislation;
- Respond to emergency community disasters or urgent situations outside of regular work hours;
- Type rapidly and accurately at a speed sufficient to meet department objectives;
- Understand, interpret, explain and apply personnel policies and procedures;
- Communicate effectively, both orally and in writing, in the English language;
- Exercise independent judgment, discretion, initiative and political awareness;
- Organize and perform multiple tasks and projects within the same timeframe in an effective and timely manner; and
- Keep management staff informed of important issues.

SUPERVISION: This position is supervised by and receives general direction from the City Manager. This position has no supervisory responsibilities.

QUALIFICATIONS: *Any combination equivalent to experience and education that would provide the required skills, knowledge and abilities may qualify. A typical way to obtain the skills, knowledge and abilities would be:*

Education and Experience:

- Bachelor's Degree and two years of professional and responsible experience in Human Resources Management; public agency preferred.
OR
- High School Diploma or GED and six (6) years of progressively responsible professional experience in Human Resource Management; public agency preferred.

Certificates and Licenses:

- Must possess an appropriate Motor Vehicle Operator's License issued by the State Department of Motor Vehicles and be able to comply with current City insurance requirements.
- SHRM-CP, SHRM-SCP, PHR, or SPHR certification is preferred.

Physical, Mental, Environmental and Communication Demands: Essential duties require the following physical, mental, environmental and communication demands:

Physical: Prolonged sitting, standing, walking, bending, reaching, stooping, and turning; sufficient manual and fine finger dexterity, with or without reasonable accommodation, to operate computers, calculators, telephone, office equipment and tools; grasp and hold writing materials and implements, paper, and supplies.

Mental: Needs the ability to perform a variety of highly responsible, complex and difficult clerical, personnel, and legal work, using discretion and good independent judgment; must have good conflict resolution skills.

Environmental: Work is generally performed in a typical office environment.

Vision: Sufficient vision or other powers of observation, with or without reasonable accommodation, to read a computer monitor, legal documents, a variety of reports, computer data printouts, and related statistical data.

Hearing: Sufficient clarity of hearing or other communication capabilities, with or without reasonable accommodation, to maintain effective two-way communication in person and by telephone with employees, co-workers, other agencies, public officials, and the general public.

Speech: Sufficient clarity of speech or other communication capabilities, with or without reasonable accommodation, to effectively communicate verbally in a clear and concise manner.

Writing: Sufficient to prepare a variety of complex legal, personnel, and administrative documents, correspondence, reports and related documents.

Reading: Sufficient to research, understand, comprehend, and interpret laws, regulations, policies, procedures, and processes; and other specific material related to the position.

Note: This job description is intended to represent only the key areas of responsibility. Specific position assignments will vary depending on the business needs of the department. When job duties and responsibilities change and develop, this job description will be reviewed and is subject to change based on the business needs of the City.

Classification History:

Revised 07/2025