

HUMAN RESOURCES SERVICE CENTER MANAGER

NATURE OF WORK

This is responsible technical and administrative work, supervising and participating in the maintenance of City and County personnel files and electronic records; monitors the operation of an on-line data entry system and reviews and approves City and County personnel actions for proper administrative approval as well as for accuracy of Personnel Action processing.

Work involves developing electronic files for the storage, retrieval and processing of statistical and financial records, correspondence, reports and other documents; training and assisting employees in the use of equipment and programs; and acting as departmental liaison to Information Services for personal computers and VOIP. The employee may also coordinate the Human Resources Department's administrative staff and administrative duties assigned by the Director, to include duties related to absence management, Oracle HCM and Time Clock Plus. Maintains the department record retention schedules for all records. An employee in this classification collaborates with others in the department coordinating system upgrades.

EXAMPLES OF WORK PERFORMED

Maintains personnel records pertaining to pay, leave accrual and usage, merit evaluations, personnel change notices, insurance, pension, absence management and other records.

Acts as a resource and "super-user" for Oracle HCM, Time Clock Plus and other HR related systems.

Coordinates annual pay range adjustments.

Directs and coordinates data delivery out of Oracle HCM and related HR systems.

Tracks financial and statistical information; revises and updates programs in order to continually provide information efficiently.

Trains employees in the use of software, computers and other automated office equipment; provides assistance to employees involved in the operation of computers and related equipment; prepares technical reports and instructional resources.

Serves as liaison to the Information Services Division for PCs and VOIP; coordinates special requests and projects with Information Services.

Serves as a resource to department leaders and representatives for personnel record management.

Assists in the determination and preparation of departmental budget.

Maintains regular and reliable attendance.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of Human Resource functions and applications utilizing a cloud based Human Capital Management System.

Considerable knowledge of payroll and compensation applications utilizing a cloud based Human Capital Management System.

Considerable knowledge of Fair Labor Standards Act.

Considerable knowledge and technical skill utilizing a wide variety of software, including Office 365.

Knowledge of the principles, practices and procedures of office management, to include applicable state and federal employment laws.

Knowledge of organizational and administrative policies and procedures.

Knowledge of the basic principles of budgeting and financial recordkeeping.

Ability to direct the work of team members effectively and efficiently.

Ability to maintain electronic files according to organizational need and record retention schedule.

Ability to establish and maintain effective working relationships with team members, management team members, and department representatives.

Ability to communicate effectively both orally and in writing.

Skill utilizing technical office equipment.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major course work in business administration, human resources, finance or related field with four years of experience in the administrative operations of an office environment involved in Human Resource functions; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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