



## HUMAN RESOURCES ADMINISTRATOR

### **DEFINITION**

Under administrative direction, oversees human resources programs, including recruitment, classification, compensation, benefits administration, organization and employee training and development, legal compliance and reporting practices, workers' compensation administration, leave of absence administration, workplace safety, and employee relations, discipline, grievances, and personnel policies and procedures; provides consulting services to RCTC management and staff related to all aspects of human resources programs and activities; recommends and implements policies, procedures, and practices; coordinates assigned activities with those of other departments, divisions, and programs; and performs other duties as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Executive Director; exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This is a single-position classification responsible for day-to-day administration of human resources; recruitment and selection, compensation, benefits administration, employee training and development, and employee relations. Designs, plans, and implements human resources processes, programs and policies various aspects of the human resources function. Ensures human resources strategies align with organizational business goals. Evaluates human resources processes and strategies to determine improvements to be made, submits findings and makes recommendations to leadership team. Successful performance of the work requires an extensive professional background and an ability to coordinate work with departments and outside agencies. This class is distinguished from the Executive Director in that the latter has full management and supervisory authority in planning, organizing, and directing the full scope of operations at RCTC.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Responsible for day-to-day administration of human resources; recruitment and selection, compensation, benefits administration, employee training and development, and employee relations.
- Administers policies, ensuring compliance as applicable; makes recommendations to leadership on changes or updates to RCTC policies and procedures. Ensures policy compliance with applicable Federal and State laws and regulations.

- Participates in the development and implementation of goals, objectives, policies, and priorities for human resources; makes recommendations to leadership team on organizational policy, current/new service levels. Coordinates and integrates human resources services and activities with other agencies and RCTC departments.
- Develops HR processes and standardizes methods; strives for continuous improvement, monitors and assesses the efficiency and effectiveness of human resources programs; identifies opportunities for improvement and makes recommendations to the leadership team.
- Manages employee training and development; ensures compliance with regulatory and mandatory training, ensures safety training occurs per RCTC's IIPP; manages employee tuition reimbursement requests classes, and workshops, including identifying training needs, arranging for training presenters, and coordinating all aspects of contract/agreement and curriculum to ensure RCTC's needs and expectations are addressed.
- Manages day-to-day human resources budget; participates in annual budget planning.
- Utilizes HR best practices in recruitment and selection processes; assesses and evaluates recruitment materials and resources; seeks to stay aware of current industry recruitment process and methods through ongoing professional development.
- Assists hiring managers with the selection process; ensures compliance with equal employment opportunity and affirmative action practices.
- Schedules and conducts new employee orientations; informs new employees of benefit programs, policies, and related enrollment information.
- Coordinates with leadership team to develop and initiate communication programs designed to inform employees of RCTC's mission, goals, objectives and organizational updates.
- Conducts open enrollment for benefits; prepares open enrollment benefit materials and literature.
- Manages RCTC's employee benefits programs, such as CalPERS, retirement, health, FSA, life, dental, vision, short-term and long-term disability, COBRA, and employee assistance program; handles day-to-day updates, changes and inquiries.
- Acts as primary point of contact for various RCTC contractors, vendors, consultants, third-party benefits administrators and health carriers. Collaborates with accounting to ensure accurate rates, billings, statements and invoices; reviews invoices and balances as requested.
- Manages employee leave programs ensuring compliance; reviews and analyzes leave requests; makes recommendations and develops response; interprets policies and procedures, and local, State, and Federal laws associated with benefits, pay, and time off options for employees; educates employees and managers on policy and legal compliance regarding leaves of absence.
- Manages Workers' Compensation; processes insurance claims submitted; monitors accepted claims prior to closure; provides information to employees, attorneys, and WC insurance carrier; responds to questions related to workers' compensation, safety, and health; facilitates ergonomic assessments to prevent workplace injury/incidents; maintains accurate records; prepares reports and other related documentation.
- Supports employee relations activities. Provides direction, counsel, and/or advice on the interpretation of human resources policies, procedures, and administration. Advises and coaches staff and/or managers on issues to assist in developing and/or improving staff/manager performance. Acts as liaison with legal counsel; conducts investigations; assists in responding to grievances and administering disciplinary actions.
- Manages employee performance management. Reviews performance evaluations for consistency and makes recommendations; works closely with management on issues that require resolution or clarification.
- Performs job analysis and classification studies of new and existing positions; designs and writes new and

alters existing classification specifications as appropriate; conducts compensation studies for new and existing positions, determines appropriate internal and external comparators, makes recommendations, and participates in the development, implementation, and administration of compensation strategies and programs and classification plans; responds to external compensation surveys.

- Prepares and presents various HR activity and data reports to the leadership team and/or the Executive Director, weekly, monthly, quarterly, annually, or as requested.
- Performs updates and data entry for various HR and employee data systems, such as HRIS, payroll, benefits and other systems as needed. Extracts data, generates reports, interprets data and shares with leadership team as requested.
- Conducts a variety of organizational and operational studies, investigations, and special projects; recommends modifications to human resources programs, organizational structure, policies, and procedures, as appropriate.
- Works with the leadership team to identify, develop plans and implement organizational change including workflow procedures, structures and systems, required to effectively introduce and maintain a matrix-style organization structure designed to maximize organizational efficiency and effectiveness and result in improved levels of customer service and internal operations.
- Performs other special projects or duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles, practices, and techniques associated with human resources, including recruitment and selection, equal employment opportunity, and affirmative action; job analysis; compensation analysis and administration; benefits administration; training and development; and employee relations.
- Human Resources best practices; implementation of HR departments, programs, practices and associated evaluation and HR project management.
- California Public Employees' Retirement System (PERS) rules and regulations.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Organizational and management practices; basic principles and practices of budget administration.
- Fundamental business programs, projects, operations and services provided by RCTC to the public.
- Principles and practices of contract administration and evaluation.
- Recent and on-going developments in HR, recruiting, payroll, current resources, and pertinent information related to human resources.
- Record keeping and legal documentation principles and procedures.
- Principles and practices of data collection and report preparation.
- Modern office practices, methods, and computer equipment and computer applications related to work.
- Professional business language, grammar, spelling, vocabulary, and punctuation.

### **Ability to:**

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for assigned program areas; maintain associated documentation for processes, methods and resources.
- Evaluate and recommend improvements in operations, procedures, policies, or methods.
- Plan, organize, and carry out assignments from management staff with minimal direction.

- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Provide a high level of customer service for employees, staff, public, vendors, and contractors.
- Conduct complex research projects on a wide variety of human resources topics, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Effectively represent RCTC in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Establish and maintain effective, efficient, and compliant record keeping and legal documentation principles and procedures.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate office equipment and computer applications related to the work.
- Use professional business language effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Bachelor's degree with major coursework in human resources management, business or public administration, or a related field; or comparable equivalent, AND five (5) years of progressively responsible human resources management experience. Experience working in a public agency and administering public employee retirement benefits preferred.

**Licenses and Certifications:**

- One or more of the following professional HR certifications, or eligibility to obtain; SHRM-SCP, SHRM-CP, SPHR, PHR, IPMA-SCP or IPMA-CP

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25

pounds.

**ENVIRONMENTAL ELEMENTS**

This is primarily a sedentary classification and the employee works in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. The employee interfaces with staff, management, other departmental representatives, transportation and government officials, business representatives, and the general public in explaining agency policies, and requesting and providing information.

EFFECTIVE: May 2013

REVISED: July 2019

FLSA: Exempt

PAY RANGE: (45) \$8,205 – 11,077 per month