



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Human Resources Manager
REPORTS TO: General Manager

STATUS: Exempt / Non-union
RANGE: 43

POSITION SUMMARY: The Human Resources Manager is responsible for the overall planning, development and implementation of all human resources functions including: compensation and classification, recruitment and staffing, employee relations, labor relations, benefits, employee training and development, workers' compensation, safety, employee recognition activities and policy development, writing and implementation. This position ensures compliance with appropriate laws and regulations. This position serves as one of executive management positions that form the General Manager's Executive Management Team. Performs other duties as assigned.

MAJOR RESPONSIBILITIES

Essential Functions

1. Supports and models behavior to promote the Mission and Core Values of SUB to staff and customers.
2. Demonstrates and models exemplary leadership to all employees.
3. Evaluates the overall operation of the Human Resources department including: systems, productivity, staffing requirements and establishing and achieving goals.
4. Assumes fiscal responsibility by participating in the preparation of and operating within an approved annual budget.
5. Provides a positive, inspiring and motivating work environment for HR staff and other employees.
6. Supports, coaches and counsels managers and staff to ensure a productive and efficient team environment.
7. Documents personnel actions according to policies and procedures.
8. Conducts Performance Appraisals on schedule, as required and/or needed; evaluates and monitors employee performance; collaboratively establishes goals and performance improvement plans.
9. Plans and conducts orientation of new HR employees.
10. Promotes and supports on-going education and training of staff to ensure the highest quality performance standards to meet the changes in a dynamic utility industry.

Page 2 – Human Resources Manager

11. Openly and effectively collaborates and communicates with directors and managers to identify and solve problems.
12. Promotes and maintains open and effective communication with staff. Conducts regular and impromptu staff meetings to share information.
13. Develops and/or reviews job descriptions on an annual basis for the HR department.
14. Maintains confidentiality of organizational and staff information.
15. Develops and maintains positive, cooperative and team oriented interpersonal relationships with fellow employees and supervisors.
16. Recognizes contributions and celebrates small and big individual and team accomplishments.
17. Delegates challenging and meaningful responsibilities to staff to ensure their on-going development and success.
18. Ensures recruitment, hiring and/or promotional procedures are applied according to policies, laws/regulations, Veterans' Preference and Labor Agreement requirements. Leads and participates in utility-wide interviews.
19. Conducts designated salary and benefit surveys to ensure SUB remains competitive in the market according to Board policies. Participates in select external salary and benefit surveys.
20. Administers the Compensation Program and ensures proper placement of classifications within the pay structure. Ensures wage adjustments are processed on schedule.
21. Plans and coordinates utility-wide training and development programs. Leads/facilitates meetings/training and/or coordinates with consultants to provide training seminars or workshops.
22. Takes the leadership role in all labor relations issues including: labor negotiations, Labor-Management Committee co-chairperson, grievances and Labor Agreement interpretation issues.
23. Acts as individual and/or group facilitator, coach and resource to address and resolve employee and labor relations issues.
24. Administers the workers' compensation program, including: claims management, light duty return to work and Employee-At-Injury Program (EAIP) reimbursement, investigations, OSHA recording/reporting and resolving complex claims. Maintains a collaborative and positive relationship with insurance vendor and broker.
25. Supports directors and managers to review and update job descriptions annually as needed.
26. Supports the Benefits Administrator in overseeing the administration of employee benefit programs. Ensures programs are cost effective and within budget guidelines.

Page 3 – Human Resources Manager

27. Sponsors the employee Special Events Committee to promote and coordinate utility-wide employee recognition activities. Ensures the success of key events each year to enhance employee morale.
28. Facilitates the Safety Incentive Program Committee to ensure a motivational program is in place to promote safety in the workplace.
29. Facilitates the Editorial Review Board committee to produce a professional and high quality monthly employee newsletter.
30. Participates in new employee orientation programs.
31. Collaborates with Safety and Environmental Manager regarding safety programs, accident/incident and on-the-job injury investigations.
32. Processes *Application for Leave of Absence* forms according to OFLA/FMLA regulations and SUB policies.
33. Submits EEO-4 reports every two years.
34. Acts as Privacy Official and Designated Contact Person for HIPAA compliance regulations. Complies with Privacy Official job description.
35. Maintains reliable and predictable attendance.

Marginal Functions

None

Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally or in writing.

Attributes

SUB strives to promote a safe, positive and caring work environment. In addition to the above responsibilities, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB's Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

Page 4 – Human Resources Manager

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

OTHERS SUPERVISED

- Safety and Environmental Manager, Human Resources Coordinator, Benefits Administrator

MINIMUM QUALIFICATIONS

Experience

- Minimum of 10 years Human Resources experience in a medium to large size organization
- Minimum of five years experience in a managerial/supervisory position
- Utility or public sector experience desired

Knowledge, Skills & Abilities

- Advanced generalist knowledge and skills in administering all functional areas of human resources including:
 - recruitment/interviewing
 - compensation
 - benefits
 - employee relations
 - veterans' preference
 - labor relations
 - coaching
 - facilitation
 - strategic planning
 - training/development
 - safety/workers' compensation
 - FMLA/OFLA administration
 - policy research, writing and development
 - employee recognition
 - records management
- Advanced knowledge of applicable laws and regulations relating to HR functions
- Must be able to manage and prioritize multiple projects/programs and meet deadlines
- Excellent oral and written communication skills
- Successfully facilitate meetings and committees
- Exceptional interpersonal skills with the ability to communicate and relate to employees at all levels of the organization
- Research, develop and write programs, policies and procedures
- Knowledge of HR Information Systems (HRIS)
- Proficient in MS Office applications

Education

- High school diploma or equivalent
- Bachelor's degree in Business, Human Resources, or other related field
- Current training/seminars/coursework in human resources functions
- SPHR certification preferred

PHYSICAL AND MENTAL REQUIREMENTS

- **ALERTNESS & CONCENTRATION:** Maintains full alertness and concentration at all times.
- **ABILITY TO DEAL WITH STRESS:** Interacts well with co-workers, managers and the public. Ability to think and react quickly, calmly and professionally in a stressful situation.
- **VISION**
 - **Far visual acuity:** Sees adequately to drive a vehicle.
 - **Near visual acuity:** Reads small print on correspondence, reports, computer screens, labels, numerous other written documents and computer screen.
 - **Peripheral vision/depth perception:** Maintains full field of vision in all directions to assess proximity to office furniture and building characteristics.
 - **Color vision:** Judges red, green and yellow traffic lights adequately to drive on highways.
- **HEARING:** Hears spoken conversation well in person, and while on the telephone, despite background noise from others in the room or other communication devices in use.
- **SPEECH:** Speaks loudly and clearly on the telephone and in person to be accurately understood at a distance of 10 feet.
- **STANDING:** Stands on the job varying periods of time depending on the activity.
- **SITTING:** Sits for up to 1 – 8 hours a day.
- **WORKER MOBILITY:** Can change positions frequently, in and out of office furniture.
- **WALKING:** Walks around office (sites). Total walking per shift varies according to assignments. Walking occurs on rugs, hard floors and some outside walking on asphalt.
- **LIFTING/CARRYING:** 0 – 10 pounds – often, 11 – 20 pounds – occasionally, 20+ pounds seldom. May carry boxes or supplies.
- **PUSHING/PULLING:** Pushing and pulling filing drawer cabinets.
- **REACHING/HANDLING:** Writes, uses 10 key, does data entry, uses computer, lifts occasionally overhead for supplies.

Page 6 – Human Resources Manager

- **TWISTING:** Some twisting is required when lifting items or placing in other positions.
- **CLIMBING:** Climbs stairs at various site(s) for business.
- **CRAWLING:** Not usually required.
- **ENVIRONMENTAL FACTORS:** Office environment. Limited exposure to outdoor environment.
- **PRODUCTS AND MATERIALS:** Toner for copier and printers.
- **MACHINE, TOOLS AND EQUIPMENT:** Computer, copier, fax, scanner, typewriter and other office equipment.

Revised: May 1, 2017