



**APPROVED BY: THE CHIEF  
ADMINISTRATIVE OFFICER**

**EFFECTIVE: JULY 2007**

### **EMPLOYMENT SERVICES UNIT MANAGER**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

#### **DEFINITION**

To direct, manage, and supervise the staff, activities and operations of the Recruitment and Examination Unit and the Benefits Administration Unit; to provide highly responsible and complex staff assistance to unclassified personnel; and to perform other related duties as assigned.

#### **SUPERVISION RECEIVED AND EXERCISED**

Works under administrative direction.

Exercises direct supervision over assigned personnel, including mid-management, professional, technical and clerical staff.

#### **DISTINGUISHING CHARACTERISTICS**

The Employment Services Unit Manager is a single-position, mid-management classification distinguished by its managerial responsibility for multiple organizational units. It is distinguished from Human Resources Unit Manager in that the latter is a broad class typically assigned to one organizational unit.

#### **ESSENTIAL FUNCTION STATEMENTS**

Essential responsibilities and duties may include, but are not limited to, the following:

1. Supervise, coordinate or carry out, either directly or through assigned staff, the daily activities and responsibilities of the Recruitment and Examination Unit. Program activities include outreach efforts, job analyses, qualification assessments, examination development, interviews, database administration, management of the District's temporary and contract

worker processes, and implementation of the MOU transfer, rotational and promotional programs.

2. Supervise, coordinate or carry out, either directly or through assigned staff, the daily activities and responsibilities of the Benefits Administration Unit. Program activities include completion of personnel and payroll transactions, maintenance and development of the Human Resource Management System (HRMS) and reports, development and application of district personnel policies and procedures, and the administration of a full range of benefit programs.
3. Manage and participate in the development, implementation and administration of long-term and short-term goals, objectives, policies, procedures and priorities for unit programs and projects; identify, develop and manage performance matrixes, including scorecard measures and budget milestones.
4. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within departmental policy, appropriate service and staffing levels.
5. Conduct a variety of organizational, program and/or operational studies and analysis; research and evaluate best practices and legal requirements; recommend modifications to unit programs, policies, and procedures as appropriate; respond to Board requests for information.
6. Carry out responsibility for administrative supervision of assigned staff, including participating in the district's processes for selection, staff development, performance management and evaluation, discipline, and completion of a variety of personnel transactions.
7. Oversee and participate in the development and administration of the units' annual budgets; participate in the forecast of funds needed for staffing, unit services and programs, equipment, materials, and supplies; monitor and approve expenditures; implement adjustments.
8. Serve as the liaison with other units, divisions and outside agencies; negotiate and resolve sensitive and controversial issues; coordinate recruitment and outreach activities with the Equal Opportunity Program manager and staff; coordinate services and deliverables with benefit vendors, provide staff support to standing and ad hoc committees or District initiatives, such as the District's Benefits Committee, Employee Relations Forum or Labor Management Committee.
9. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the area of personnel or human resources management.
10. Perform related and/or assigned duties and responsibilities as required.

## **QUALIFICATIONS**

### **Knowledge of:**

Technical aspects of the assigned unit to the degree necessary to effectively manage and accomplish established objectives.  
General principles and applications of public sector human resource management and administration, including selection, benefit administration, and employment policies.  
General principles and theories of program development and administration.  
District operations, services, policies and procedures.  
Principles, methods and techniques of effective leadership.  
Principles and practices used in writing business memos and reports.  
Principles and practices of budget preparation and administration.  
Principles of supervision, training, and performance evaluation.  
Federal, State, and local laws, codes and regulations governing the benefit and recruitment functions of public sector employers.

### **Ability to:**

Interpret, apply and enforce district policies, practices and procedures.  
Supervise and coordinate the work of unit staff or staff assigned on a project basis.  
Interpret, apply, and ensure adherence to applicable personnel rules, regulations, laws, and ordinances.  
Select, train and evaluate staff.  
Participate in the development and administration of unit goals, objectives, and procedures.  
Administer budget, personnel, and administrative issues in the unit.  
Recognize and analyze problems, identify alternative solutions, project consequences of proposed actions and implement effective recommendations in support of goals.  
Research, analyze, and evaluate new and existing service delivery methods and techniques.  
Interpret and apply Federal, State, and local policies, laws, regulations, and MOU agreements.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.  
Plan and organize work including developing work and project plans, performance measures, and designing and implementing process improvement initiatives.

### **Experience and Training Guidelines**

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

#### *Experience*

Five years of increasingly responsible professional experience in human resources in the areas of recruitment, benefits administration and/or other employee services, including three years of providing lead direction on an ongoing or project basis.

### *Training*

Equivalent to a Bachelors degree from an accredited college or university with major course work in business administration, human resources or a related field. Directly related experience may be substituted for the college requirement on the basis of one and one-half years of experience for one year of education to a maximum of four years.

### **License or Certificate**

Possession of, or ability to obtain, an appropriate, valid California driver's license may be required with determinations made on a case by case basis at the time of job posting.