



**CITY OF SANTA CRUZ  
CHIEF HUMAN RESOURCES OFFICER**

**Reports To:** Administrative Services Director  
**Supervises:** Principal Human Resources Analysts, Human Resources Analysts  
**Bargaining Unit:** Mid-Management Association

**BASIC FUNCTION:**

Under administrative direction and exercising independent judgment, acts as the chief operating officer for the City's human resources function. Develops plans and sets goals and objectives to achieve City and departmental missions and optimize the delivery of human resources services. Participates as a member of the department's management team in policy development, administrative planning, coordination of work, and addressing departmental issues and is responsible for implementing management team initiatives within the human resources function. Provides senior management level assistance to the Administrative Services Director; provides leadership and supervision of human resources functions including, but not limited to: equal employment opportunity (EEO); employee/labor relations; recruitment, classification and compensation; employee benefits; workers' compensation and safety; and city-wide employee training. May act as the Administrative Services Director in his/her absence.

**DISTINGUISHING CHARACTERISTICS:**

The **Chief Human Resources Officer** is a senior management level classification responsible for the supervision and management of the City's human resources function. This classification is distinguished from the next lower classification of Principal Human Resources Analyst as the latter has responsibility as division head in the administration of one or more of the City's human resources services. This classification is distinguished from the next higher classification of Administrative Services Director in that the latter has overall responsibility for the human resources and information technology functions of the City.

**TYPICAL DUTIES** *(may include but are not limited to those duties listed below):*

- Manages the day-to-day performance and delivery of human resources related activities and services which may include, but are not limited to: employee and labor relations; equal employment opportunity (EEO); employee benefits administration; recruitment and selection; classification and compensation; city-wide employee training; worker's compensation administration; safety program administration and records retention.
- Provides direct administrative and analytical support to the Director; coordinates activities with other City officials, departments, outside agencies and organizations; serves as a technical resource for the City Council, City Manager, City managers and staff.
- Evaluates staffing arrangements, staffing levels, and work assignments for the human resources function. Creates a strategic, effective, and productive work environment through the efficient use of human resources assets and personnel.
- Enhances service levels and responsiveness to users through effective communications, collaborative work relationships, and stable and reliable human resources processes.
- Prepares, manages, and monitors the human resources function budget; estimates costs and fiscal impacts of new requirements and programs.

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- Works closely with Administrative Services Director, City Manager, City executive team, department management team, other public agencies, employee groups and their representatives, and the general public to establish goals and policies consistent with the City's and department's goals, initiatives, and service levels.
- Plans, establishes, and maintains systems and business controls to support effective, efficient, and continuously improving city-wide human resources programs and services.
- Plans, organizes, directs, and gives overall policy guidance and review to the continuing work and special projects of the human resources function; makes determinations and decisions in significant cases to ensure city-wide equity.
- Directs the implementation of the City's labor relations program and maintains a productive relationship with the City's organized employee organizations working collaboratively to resolve employee issues and concerns.
- Researches, develops, interprets and administers human resources policies and procedures; interprets memoranda of understanding; stays current on local, state and federal legislation affecting public sector labor law; helps oversee and provides counsel and assistance regarding employee relations and organizational matters, including performance management, grievance investigations, negotiation preparation, workers' compensation issues, organizational structures, and classification and compensation plans.
- Plans and coordinates major research or administrative projects; compiles and analyzes data pertaining to human resources program policies and issues; initiates special studies for meet and confer purposes; coordinates cost analysis on negotiation proposals; drafts contract language; administers labor agreements; represents the City in labor relations issues.
- Serves as a technical resource and provides staff assistance and counsel to the City Council and all City staff; acts as a liaison to committees and commissions; coordinates pertinent information, resources and work teams necessary to accomplish goals; drafts proposed resolutions and ordinances; prepares correspondence, reports and recommendations for the City Council.
- Selects, supervises, and evaluates the work of consultants and integrates consultant's work into the City's human resources function; writes bid specifications for consultant services; reviews bids and makes decisions and recommendations.
- Responds to questions and concerns from the general public; provides information appropriately; responds to and resolves sensitive and complex community and organizational inquiries, issues and complaints; may initiate and/or conduct investigations relative to complaints of discrimination or harassment.
- Establishes and maintains a customer service orientation within the department.
- Oversees the maintenance of records and human resources files.
- Coordinate, develop and conduct training programs for assigned staff.
- Attends and participates in professional and community meetings; stays current on issues relative to human resources.
- May perform other duties as assigned.

**WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

**MINIMUM QUALIFICATIONS**

Thorough knowledge of:

- Management principles and practices, including budgeting and supervision, personnel administration, performance management, training, development, and motivation.
- Administrative principles and methods including: goal setting; program and budget development, implementation, control, and continuous improvement; and project management.
- Principles and practices of public administration, management, and organizational theories.
- Principles and practices of leadership, team building and conflict resolution.

Working knowledge of:

- Principles, practices and techniques of public and human resources administration, organization, and operation.
- Applicable federal, state and local laws codes and regulations, including public sector labor laws and equal employment opportunity laws, regulations and concepts.
- Principles and practices of employer-employee relations.
- Principles of salary, benefit, and workers' compensation administration.
- Principles of recruitment and selection techniques and procedures, including statistical analysis.
- Methods and techniques related to conducting classification and compensation studies.
- Principles of City budgeting and administrative procedures.
- Principles, practices, and techniques of continuous improvement.

**Abilities:**

- Effectively manage assigned programs and functions.
- Plan, organize, manage, direct and evaluate the work of assigned staff.
- Supervise and participate in the establishment of department and city-wide goals, objectives and methods for evaluating achievement and performance levels.
- Implement, explain and apply applicable laws, codes and regulations.
- Identify, research, and compile appropriate data and information.
- Accurately analyze, interpret and evaluate complex administrative and technical issues and data and make appropriate recommendations for action.
- Make adjustments to standard operating procedures to improve effectiveness and comply with regulatory changes as appropriate.

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- Act as a mediator in resolving employee relations problems.
- Facilitate group participation and consensus building.
- Communicate clearly and concisely, both orally and in writing.
- Prepare clear and concise written reports and correspondence.
- Make oral presentations to clearly convey information and concepts.
- Work independently and as a part of a team.
- Establish and maintain effective working relationships.
- Ensure safe work practices.

**EDUCATION AND/OR EXPERIENCE:**

Any combination of education and experience that provides the above knowledge and abilities is qualifying. A typical way to obtain the required qualifications is to possess the equivalent of the following:

- Bachelor's degree in human resources, management, business or public administration or closely related field and
- Four years of increasingly responsible experience in information technology which includes experience at the management level.

**LICENSE/CERTIFICATES:**

- Possession of a valid California Class C driver's license and a safe driving record, or the ability to provide alternate transportation which is approved by the appointing authority.

**DESIRABLE QUALIFICATIONS:**

- Possession of, or ability to obtain, both a Personnel Management certificate issued by a university or a professional human resources organization and a California Public Employers Labor Relations Association certificate in Labor Relations.

Classification No.: 788  
Date of Issue: 2/11  
Supersedes: New- (Reclassification from Asst. Director of Human Resources)

**Career Ladder**

Administrative Services Director  
*Chief Human Resources Officer*  
Principal HR Analyst  
HR Analyst I/II  
HR Technician  
HR Assistant