



City of Irving Job Description

Talent Services Manager

FLSA Status:	EXEMPT	Job Department:	Human Resources
Job Code:	31041	Reports To (Job Title):	Human Resources Director

PURPOSE

To direct, manage, supervise, and coordinate the activities and operations of a division within the human resources department including employment / civil service, training and development, and employee engagement. To coordinate assigned activities with other divisions, departments and outside agencies to accomplish both divisional and departmental goals. Finally, to provide highly responsible and complex administrative support to the Human Resources Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Manage the Talent Services division, which includes overseeing its daily operations, as well as, administering and managing associated contracts with outside vendors.
- Provide management and design strategies to accomplish departmental objectives and leverage cross-divisional opportunities to more efficiently meet the needs of other departments; keep abreast of emerging trends not only in assigned functional areas, but closely related ones as well.
- Select, train, motivate and evaluate assigned program area human resources personnel; work with subordinate employees to correct deficiencies; implement discipline and termination procedures.
- Lead the City's Talent Management initiative, which will have significant repercussions for succession planning and includes individualized talent development plans and their systematic alignment based on gap analysis.
- Interpret and explain personnel policies, procedures, rules and regulations of assigned human resources program area including, but not limited to, Human Resources communication, civil service procedures, recruitment guidelines, and related personnel issues.
- Oversee and participate in the development and administration of the division's annual budget; participate in the forecast of funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; implement adjustments.
- Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures, recommend and administer policies and procedures.
- As assigned, oversee departmental compliance with Open Records Requests, assuring the coordinated collection of responsive deliverables.
- Promote and coordinate partnerships between Human Resources and other city departments with regard to new employee recruitment practices and the onboarding experience.
- Manage process by which Talent Services division facilitates successful integration of new hires; Periodically review onboarding practices and procedures, along with new hire feedback, to assess their effectiveness and value to the organization.
- Frequently provide counsel and recommendations to supervisors, managers, and directors regarding employee motivation and the integration of recruitment efforts with succession planning.

- Provide input on the revision of City personnel policies and procedures.
- Manage the pre-employment process, including supervision of the application and testing process, employee applications, background checks, driver license checks, physicals, and any other pre-employment processes
- Manage the City's recruitment process, which includes monitoring placement of advertisements and internal and external recruitment postings, as well as providing assistance in the screening process as needed to each department.
- Oversee civil service administration duties, which includes an annual review of local civil service rules in order to recommend changes.
- Manage Irving University's training program; assure that program curricula and performance are evaluated methodically, conducting surveys to determine training needs and interests and soliciting feedback to determine effectiveness; oversee the development of the annual training calendar, assuring it serves the City's needs; monitor scheduled training activities.
- Manage the City's performance evaluation training program, which involves providing guidance – through presentations and other forms of communications – to all citywide employees on the performance review process.

OTHER DUTIES AND RESPONSIBILITIES

- Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of human resources, especially with respect to recruitment, onboarding, training and development, succession planning, and employee engagement.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints as needed.
- Perform related duties as assigned.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 6 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Oversee and participate in the development and administration of the division's annual budget; participate in the forecast of funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; implement adjustments.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Bachelor's Degree from an accredited four year college or university in a subject field related to the position or equivalent experience.

EXPERIENCE

- Five (5) years with a minimum of two (2) years of supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- A Professional in Human Resources (PHR) and/or Senior Professional in Human Resources (SPHR) certification would be beneficial.

KNOWLEDGE OF

- Personnel and Human Resources (HR): Policies and practices involved in HR functions, including selection supervision, training, performance evaluations, and termination.
- Contract Management: Methods for administering and managing contracts, understanding the terms and conditions of contracts, and payment thereof.
- Key government codes and administrative agencies' regulations pertain to human resources, especially regarding recruitment and employment practices.
- Communications: Techniques and methods of communication, including alternative ways to inform target audience via written, oral, and visual media.
- Administration and Management: Principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, and leadership techniques.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the city.
- Customer Service: Principles and processes for providing customer services including a desire to assist customers regardless of their circumstance
- City Policies and Procedures: Interpretation and application of policies and procedures, including program policies and plan documents.
- Methodical Research & Analysis: Quantitative and Qualitative analytical and evaluative methods and how to use them to develop options for management considerations.

SKILLS AND ABILITIES IN

- Supervision: motivating, developing, and providing appropriate guidance to staff
- Organizational Development: Analyzing operational needs, as well as staff performance, skills, and potential, and recommending structural innovations (including position modifications) to optimize overall productivity.
- Personnel Management: Motivating, developing, and directing people as they work so as to produce desired effect in the actions of those under one's direction, identifying the best people for the job and delegating tasks appropriately and optimally.
- Interactive Presentation: Effectively presenting information to groups and responding to questions.
- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Reporting: Researching, analyzing, and compiling data and preparing concise documents.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.

- **Critical Thinking:** Using logic and analysis to identify the strengths and weaknesses of different approaches.
- **Teaching:** conveying new concepts and confirming comprehension by listener.
- **Cooperation:** Establishing and maintaining positive working relationships with those contacted in the course of work.
- **Social Perceptiveness:** Being aware of the reactions of others and understanding why they react the way they do.
- **Maintaining Current Knowledge:** Reading, analyzing, and interpreting general business periodicals, professional journals, technical procedures, or governmental regulations.
- **Teamwork:** Partnering with a dynamic leadership team, and a staff of wide-ranging responsibilities and dynamics.
- **Judgment & Decision-Making:** Weighing the relative costs / benefits of a potential action.
- **Multi-tasking:** Working with a variety of software packages, tasks and projects simultaneously.

GUIDANCE RECEIVED

Departmental Goals and Priorities

Makes decisions that are guided by overall Departmental goals, priorities and policies. Job requires interpreting goals and priorities into action steps and delegating responsibility for completion; applies broad latitude in regard to methods and approaches but must obtain approval for actions that have policy, service or cost implications.

CONTACTS

Internal - Frequent Contact with high level managers, directors, and other members of the executive team. Frequent contact with City Attorney and occasional contact in working with outside attorneys. This position has contact with City Council members and Mayor as requested, which may also include presentations to council, committees, and department directors

Outside Contacts – State regulatory departments, vendors, government agencies, professional organizations, professional counterparts in other municipalities, and citizens.

EQUIPMENT AND PROPERTY

Office equipment, including a computer, cell phone, copier, printer, and fax machine.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee must sit for long periods of time, speaking, listening, and walking. Occasionally, s/he may be required to stand, or lift items up to 20 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

Most of the employee's work takes place in a typical office environment.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.