



City of Irving Job Description

Workforce Services Manager

FLSA Status:	EXEMPT	Job Department:	Human Resources
Job Code:	Q031	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 benefits and wellness programs, risk management, and Payroll. 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.*

- Administer and manage assigned contracts with outside vendors associated with division areas.
- Oversee the daily activities of division and provide management and design strategies to accomplish departmental objectives.
- Select, train, motivate and evaluate assigned program area human resources personnel; work with subordinate employees to correct deficiencies; implement discipline and termination procedures.
- Interpret and explain personnel policies, procedures, rules and regulations of assigned human resources program area, including, but not limited to, ADA, employee benefits, risk management, and related program and/or liability 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 benchmark surveys and studies.
- Identify and evaluate risks by overseeing the review of post-incident investigations, physical inspection of facilities, and review of insurance & loss control requirements for city vendors.
- Manage Risk Model assistance to departments through subordinates in review of their processes, operations, workplace hazards, and targeted training needs; ensure needed information is available for upload to Risk Model, and continue to refine and identify new information.
- Identify, develop, coordinate, and conduct training programs related to safety, driving, incident investigation, facility emergency action plans, and risk management for City employees.
- Determine cost-effective combinations of property and casualty insurance coverage; and manage the file claim process.
- Determine, evaluate, and obtain needed services for management of City's self-insured retention program including third party claims and FMLA administration and actuarial studies for the City's self-insured retention; prepare specifications and negotiate services and costs, and supervise provided services.

- Determine cost-effective insurance and risk management programs for regulated environmental risk exposures including fuel tanks, City generated chemical waste, and hazardous materials spills.
- Supervise workers' compensation self-insured retention program to ensure assistance and customer service to injured employees and compliance with the Insurance Division of Workers' Compensation.
- Process citizen liability claims and coordinate department responses with third party claim administrator, prepare summaries of claims being presented the Self-Insurance Claims Board, and meet with the City Attorney's Office litigation team.
- Communicate and responds to complaints regarding the benefits / wellness / retirement services, risk management, claims and litigation activities.
- Oversee adherence to benefit plan documents as it pertains to enrollments, eligibility, city policies and applicable laws.
- Provide oversight to the meetings with vendors and plan administrators to grow benefits while minimizing costs and with actuaries regarding their recommendations to determine funding needs for both retirement and health plans.
- Oversee the management of the city's wellness program and direct the development new programs.
- Oversee the benefits contract administration, including new proposals and contract renewals.
- Oversee the success of the annual Safety Fair and Wellness Fair.
- As assigned, provide oversight to Payroll.

OTHER DUTIES AND RESPONSIBILITIES

- Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of human resources, finance, and/or risk management
- 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 7-8 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 supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- A Professional in Human Resources (PHR) and/or Senior Professional in Human Resources (SPHR) certification would be beneficial.
- Certification in Employee Benefits, such as Certified Benefits Professional (CBP), and/or Risk Management, such as Professional Risk Manager (PRM), would also 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 and health and welfare plans and retirement programs.
- 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.