

THE MARYLAND-NATIONAL CAPITAL PARK AND PLANNING COMMISSION

TITLE: Human Resources Manager
SERIES: Human Resources

GRADE: J CODE: 2633
DATE: 6/28/05 FLSA: Exempt
EEOC: Professional

Class Definition

Under general direction, performs managerial human resources work in the Commission's Human Resources (HR) Division. Human Resources Managers direct the work of two or more HR programs such as: benefits administration, classification, compensation, recruitment, selection services, employee relations, fair practice administration, labor relations, risk management and organizational safety, employee records, human resource information system, or training. Employees administer established programs, and develop new initiatives and program elements as the need arises and in response to legal and other requirements. As program managers, employees normally serve as primary technical resource and expert within their assigned program areas, although other HR staff may perform aspects of this role as well. HR Managers represent their program areas in dealings with other Commission departments and offices, and take actions and/or commit their units to a course of action within established areas of authority. Employees supervise professional, technical and support staffs assigned to their programs, making decisions or recommendations on the selection, scheduling, assignment and review of work, performance, discipline and other employment matters. HR Managers have a significant role in advising management within the Department of Human Resources and Management, and other managers within the Commission, on matters that fall within their program areas, typically handling the more difficult and controversial personal contacts and presentations. Workers independently plan and arrange their work, coordinate work efforts with others as necessary, and confer with others within and outside of the Commission as the need arises. The work requires strong analytical and communications skills, as employees develop solutions to a variety of HR challenges and work with Commission employees and managers at the highest levels, often on controversial issues. Managers are responsible for achieving certain unit or organizational goals and objectives. Performs other duties as assigned.

Examples of Important Duties:

1. Plans, schedules, assigns and reviews the work of staff. Sets individual goals and objectives with staff members and evaluates staff performance. Selects and trains staff. Monitors, evaluates, and takes actions to enhance staff and organization performance. Develops and communicates work and performance expectations. Monitors staff completion of assignments for timeliness, accuracy, and effectiveness in meeting work objectives. Conducts required performance planning and review activities. Identifies training and development needs and resources. Recognizes and resolves personnel issues in accordance with Commission policies and procedures. Initiates and recommends personnel actions including recruitment, selection, promotion, transfer and discipline. Implements approved actions. Keeps staff informed of Commission personnel and management policies and procedures.
2. Administers assigned programs, and develops new initiatives and program elements as the need arises and in response to legal compliance, market competitiveness and other requirements. Serves as expert technical resource and provides technical program leadership to staff, overseeing program operations, work activities, processes and

Examples of Important Duties: (cont.)

procedures to ensure substantive program matters are dealt in a technically accurate manner and in accordance with all applicable laws, rules, regulations, and guides. Implements work processes and procedures to ensure effective service to users, and improve operational efficiency.

3. Represents assigned program area to other Commission departments and offices; takes actions and/or commits unit(s) to a course of action within established areas of authority.
4. Advises HR management on important and controversial issues whose resolution may establish new precedent in HR program administration, where new policies and practices within the HR field and the industry need to be evaluated and possibly established, and where new program development is required.
5. Keeps all interested and involved parties informed of matters requiring their attention.
6. Stays abreast and informed of HR best practices through review of technical publications, attendance at workshops, seminars, and conferences.
7. Ensures the proper maintenance of files and records; prepares and/or reviews reports on program activities.

Important Worker Characteristics:

Expert Knowledge of: (1) HR principles, concepts, practices, and laws; and (2) HR program functions and activities as applied to the position.

Considerable Knowledge of: (1) methods of organizing HR functions for effective delivery of service; (2) modern office practices and procedures; and (3) Commission policies and practices and Merit System Rules and Regulations*.

Skill in operation of: (1) standard office equipment; and (2) personal computer and appropriate software (i.e., word processing, spreadsheet, database).

Ability to: (1) organize and direct the operations, activities and work processes of an HR function or program; (2) supervise professional HR staff and support personnel; (3) provide effective services within an assigned HR program area; (4) develop, compile and analyze data and draw logical conclusions; (5) apply HR principles and concepts to a variety of situations; (6) communicate effectively, orally and in writing; (7) establish and maintain cooperative working relationships; and (8) maintain confidential information with discretion.

* Developed primarily after employment in this job class.

Minimum Qualifications

1. Master's degree in human resources management or related field, and six years of progressively responsible HR experience in assigned area including 2 years of supervisory experience.
2. An equivalent combination of education and experience.
3. Additionally, some positions in this class may require certifications based upon area of assignment.

Working Conditions

Works in an office setting. Work is subject to frequent inflexible deadlines and interruptions. Workers are exposed to normal office hazards.