

City of Keizer



HUMAN RESOURCES DIRECTOR

\$116,522 - \$152,048Plus Excellent Benefits

First Review of Applications will Begin on June 10, 2024

THE DEPARTMENT

Service with integrity defines how the Human Resources Department approaches everything they do. They believe that successful provision of services requires that employees trust them to treat them with dignity and respect and to balance their best interests with the needs of the City as a whole. They maintain and grow trust by operating with as much transparency as possible. They strive to balance creativity and resourcefulness with professional standards and best practice to meet their customers' needs and ensure the highest fiscal responsibility to the residents of Keizer.

This recruitment is in response to the retirement of Keizer's current Human Resources Director after more than 16 years of service to the City of Keizer. Our Human Resources Director is leaving a well-managed department and, consistent with the rest of the City of Keizer, an ongoing record of significant results with a very lean staffing model.



THE POSITION

Under the general direction of the City Manager, the Human Resources Director is responsible for all Human Resources functions with the assistance of a sole Human Resources Generalist. This responsibility includes overall administration, coordination, and evaluation of all Department functions, including but not limited to personnel policies, practices and programs, classification and compensation, recruitment and selection, employee benefits, health and wellness, risk management, safety, training, performance management, collective bargaining and employee/labor relations as mandated by federal, state, and local laws.

Responsibilities include developing, implementing, and evaluating the Human Resources values, goals, programs, policies and departmental budget as well as supervision, coaching, and mentoring of Human Resource staff responsible to carry out program functions and responsibilities.

The Human Resources Director is a member of the City's Executive Leadership Team (ELT) and serves as the City's Safety Administrator. This position is responsible for a variety of highly confidential and sensitive information. As a Department Director, the Human Resources Director assumes the duties of the City Manager as assigned.

The Human Resources Director also serves as a role model and demonstrates leadership through communication and action both inside and outside the City, as a member of the ELT and as a representative of the City of Keizer. Please see the City of Keizer Human Resources Director Job Description on our website for additional details and requirements.

THE PRIORITIES

- ♦ Effectively and professionally balance the responsibilities of Human Resources Department and the City's ELT while staying abreast of and operating at the staff technical level as needed.
- ♦ Learn about, embrace and collaborate as a partner and leader of City staff in the continued development and implementation of the City's Strategic Plan (process began in January 2023).
- ♦ Lead the continued development and implementation of the new PeopleGuru HRIS and Payroll software program which began in May 2024, including close partnership with Finance Department staff and comprehensive review and recommendations to the ELT regarding City-Wide best practices going forward.
- Continue and further develop the City's excellent Health & Wellness and pace-setting Safety & Risk Management activities, events, and programs to further support our amazing employees.
- Partner with the ELT to continue the organization's immersion in and application of the High Performance Organization (HPO) Model which emphasizes networked talent and leadership at all levels.
- Continue to develop and refine the recently completed Internal Equity Study and related review and recommendations regarding the City's classification and compensation practices and processes.
- Provide consultation and resource recommendations to the ELT to support City staff in response to City Resolution R2020-3135: Keizer Statement of Values—Justice, Equity, Diversity and Inclusion.

THE IDEAL CANDIDATE

The ideal candidate for Keizer's next Human Resources Director will have recent and significant experience with all aspects of public sector human resource functions, both as a leader and as a "hands on" practitioner.

They will also have an in-depth understanding of the critical challenges facing governmental agencies and ability and experience to embrace innovation and generate creative workable solutions in a team environment while ensuring the utmost credibility and accountability.

They will possess extensive knowledge of the principles and practices of organizational management, administration, personnel management, and have excellent interpersonal, oral, and written communication skills.

The successful candidate will be able to quickly build positive relationships with staff, labor unions, business & community partners, and the City Council. They will have an unflappable demeanor and experience to manage complex projects and processes but also be an accessible and open communicator who conveys a passion for public service and a sincere commitment to their community.

Equally as important as impeccable professional and technical skills, they will be exceptional at nurturing and leading teams as well as providing one-on-one and group mentorship at all levels of the organization. A personable and trusted leader, they will treat everyone they encounter with dignity and respect.

They are a respected leader and outstanding mentor who empowers employees at all levels to participate in problem solving and decision making. They lead by example and have a history of holding employees accountable in a fair and consistent manner, as well as recognizing development and significant accomplishments.

They bring with them a proven track record of successfully advocating for the funding and staffing needs of the organization given both short and long-term goals and challenges.

Finally, while Keizer's employees work incredibly hard, they recognize the importance of fun; therefore, a good sense of humor is a non-negotiable quality.

EDUCATION & EXPERIENCE

To qualify, candidates must possess a Bachelor's degree from an accredited college or university in Business Administration, Public Administration, or a related field as well as five years progressively responsible human resource management experience which includes at least three years at the senior management level, at least two years supervisory experience and HRCI, SHRM or IPMA certification required at hire or an equivalent combination of education and experience which provides the knowledge, skills, and abilities to perform the essential functions and responsibilities of the position.

It is widely stated—and supported by studies—that candidates, especially women, are less likely to apply for a job unless they believe they meet 100% of the hiring criteria. The City's talent acquisition goals include hiring the candidate who is best able to meet the performance objectives of the role. We encourage persons with non-traditional skill sets and experiences to apply, even if you are not sure whether you meet 100% of the qualifications and hiring criteria described.

THE COMMUNITY

The City of Keizer is located in the beautiful Willamette Valley with Oregon's largest city, Portland, to the north, and the state capitol, Salem, bordering Keizer to the south. Oregon coastline and mountains are located just west and east of Keizer within a one-hour drive.

Our weather is moderate throughout the year with summer temperatures in the 70's and 80's. Keizer's population is 39,169 and is the 15th largest city in Oregon. In spite of its growth since the 1990's, Keizer continues to preserve its small-town pride by supporting many volunteer organizations and community-wide events. Some notable events include the KeizerFEST and parade, the Miracle of Christmas lighting display, the Holiday Lights parade, concerts in the parks, and the Keizer Art Walk.



CITY GOVERNMENT

Since incorporating in 1982, the City of Keizer has embraced the philosophy of keeping costs and services to a minimum by providing City services to the community in a coordinated, efficient, and least cost fashion. This philosophy has enabled the City to continue to provide basic services, such as public safety and community development, while maintaining the City's infrastructure (parks, streets, water, sewer, and storm water) when other cities have been forced to make drastic cuts in response to the challenging economic environment that continues to face our country.

Keizer is governed by a volunteer council made up of a mayor and six city councilors. The mayor's term runs two years and the councilors serve four-year staggered terms. Appointed by the City Council, the City Manager is the administrative leader of the City of Keizer. With a small but talented team of 103 employees, the seven members of the City's Executive Leadership Team – Assistant City Manager/Finance Director, City Attorney, Chief of Police, Public Works Director, Human Resources Director, Planning Director and City Recorder – ensure the City Manager and City Council are successful in providing services to the community to ensure Keizer is a great place to live, work and play.

CUSTOMER SERVICE

The employees of the City of Keizer have adopted the following Customer Service Principles by which we hold ourselves accountable and expect to be foundational attributes of all those who work at the City of Keizer:

Knowledgeable

Being knowledgeable includes having a strong baseline of knowledge through education and experience. It also includes challenging ourselves to learn something new every day and continually inviting others to share new information to supplement our own understanding and knowledge. We have a commitment to finding answers for the customer.

Friendly

Serving both internal and external customers in a friendly manner by being willing and available, and approaching each interaction with a positive attitude. Actively engaging customers with a polite demeanor and cordial tone of voice even if interactions become hostile or unpleasant. Being present and engaged with customers, actively listening to understand and assist them, while being authentic in caring about their situation.

Empathetic

We put our customers first by actively listening, seeking to understand the whole picture. Comprehending another person's point of view allows us to genuinely acknowledge their concerns. We respond with understanding and compassion.

Trustworthy

Being trustworthy means you are honest and transparent with co-workers and residents. Building trust requires consistency and timely follow through with commitments. We approach customers with a solution-oriented mindset with an efficient and time sensitive response.

Communicative

Good communication is the process or act of effective exchanging, expressing, or conveying information and ideas through writing, speaking, and gesturing in a clear, consistent, and timely manner. It requires that we be open and listen to our customers and co-workers in order to understand what the other person is trying to communicate. We strive to communicate in a calm and courteous manner that is respectful to the other person's situation.

<u>Helpful</u>

Being helpful is going above and beyond what is expected in meeting the perceived and unperceived needs of others. We do this by listening carefully to understand and strive to see things from the other person's perspective to recognize how to help using available resources or alternatives.

TEAM SKILLS

The Executive Leadership Team of the City of Keizer actively practices and holds each other accountable to the following team skills:

- 1. They balance their need for autonomy with the benefits of mutual interdependence.
- 2. They value collaboration over individual accomplishments.
- 3. They understand that trust among team members is fundamental to fostering a collaborative environment and to delivering an outstanding work product.
- 4. They seek feedback and creative solutions from others.
- 5. They create a work environment that facilitates information sharing and collective problem solving.
- 6. They are motivated by working for the common good of the City and its customers.



COMPENSATION & BENEFITS

The annual salary range for this position is \$116,522—\$152,048. Placement on the range will depend on the qualifications of the successful candidate. The City may consider moving and relocation expense reimbursement typical for a public agency for the selected candidate. Additional benefits include the following:

- ♦ Medical, Prescription, Dental, and Vision with choice of plans (City pays 90%-100% of premium based on selected plan)
- ◆ Term Life Insurance up to \$250,000 & Long Term Disability Insurance
- ♦ Eleven Paid Holidays, Two Personal Days, Vacation, and Sick Leave
- ◆ PERS Retirement, Optional Deferred Comp with City match up to 6%, Section 125 Plans Available
- ♦ On-Site Fitness / Weight Room, Health and Wellness Incentive Program, Access to On-Site Massage Chair
- ♦ Language Incentive

Note: The City of Keizer does not participate in Social Security except Medicare. More information available on request.

APPLICATION PROCESS

The deadline for consideration during first review for this recruitment is Monday, June 10, 2024. The recruitment will remain open until filled. Please submit a Cover Letter detailing why you are interested in the Human Resources Director role at the City of Keizer. Include information on your experience and effectiveness in prior similar roles and/or why you believe you are uniquely qualified to serve in this capacity. The Cover Letter must be submitted along with your resume, three (3) professional references, and a signed Applicant Statement.

Click <u>here</u> for the Applicant Statement.

Bilingual (English/Spanish) candidates are encouraged to apply. Veterans requesting Veteran's Preference must complete the Veteran's Preference Form and provide the required paperwork. Click here for the Veteran's Preference Form.

All application materials listed above must be received in order to be considered.

Submit application materials via email to <u>HR@keizer.org</u>, via fax to 503-856-3445, or by mail to City of Keizer, Human Resources Department, 930 Chemawa Road NE, Keizer OR 97303.

Requests for accommodation under the Americans with Disabilities Act must be submitted in writing.

SELECTION PROCESS

An evaluation of all application materials will be conducted to determine candidates who will receive further consideration, including participation in an interview process. One or more additional interviews or other qualifying activities may take place prior to contingent offer. All employment offers are contingent upon successful completion of a background investigation.

The City of Keizer is truly a great place to work! We strive to create a relaxed, friendly, and supportive environment. We are very proud of the caliber of our employees and invite qualified candidates to consider joining our team.



ADDITIONAL INFORMATION

Equal Employment Opportunity

The City of Keizer is dedicated to a policy of equal opportunity in employment without regard to race, religion, sex, national origin, age, marital status or disability.

Drug-Free Workplace

The City of Keizer is committed to maintaining a safe and healthy workplace free from the influence of alcohol and drugs. As required by law, some current employees will be required to participate in random, reasonable cause, and post-accident drug and/or alcohol screening during the course of employment.

Immigration Law

In accordance with the Immigration and Reform Control Act of 1986, employment of any individual will be contingent upon presentation of acceptable documents verifying identity and eligibility for U.S. employment.

SHARP Certification

The City of Keizer is the first municipality in the State of Oregon to earn Safety & Health Administration Recognition Program (SHARP) certification from the Occupational Safety and Health Administration (OSHA). This is a testament to our commitment to safety for our employees and our community.

Veteran's Preference

We are proud of the many Keizer employees who are veterans. We support Oregon law requiring Veteran's Preference by providing a method for qualified candidates to request employment preference.

Social Security Exemption

Full-time and part-time employees for the City of Keizer are exempt from Social Security Tax.

Questions?

Contact City of Keizer Human Resources at 503-856-3430 or send an e-mail to HR@keizer.org.

The information provided in this job announcement is not an implied contract and may be modified or revoked without notice.



HUMAN RESOURCES DIRECTOR

Job Description

The job description does not constitute an employment agreement between the City and employee and is subject to change. The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

Class Title: Human Resources Director Effective Date: June 1, 2023

Working Title: Human Resources Director Type: Management/Supervisory

Department: Human Resources **Supervisor:** City Manager

FLSA Status: Exempt Supervises: Human Resources Generalist

CLASSIFICATION SUMMARY

Under the general direction of the City Manager, this department director position is directly responsible for the overall administration, coordination, and evaluation of all Human Resource functions, including but not limited to personnel policies, practices and programs, classification and compensation, recruitment and selection, employee benefits, health and wellness, risk management, safety, training, performance management, collective bargaining and employee/labor relations as mandated by federal, state, and local laws. Responsibilities include developing, implementing, and evaluating the Human Resources values, goals, programs and policies as well as direct supervision, coaching, and mentoring of Human Resource staff responsible to carry out program functions and responsibilities. The Human Resources Director is a member of the City's Executive Leadership Team and serves as the City's Safety Administrator. This position is responsible for a variety of highly confidential and sensitive information. As a Department Director, assumes the duties of the City Manager as assigned.

SUPERVISION

This is a supervisory position. This position supervises assigned employees, which includes: scheduling and assigning work; mentoring, coaching, and training; developing work plans and reviewing work for completion; evaluating performance and providing necessary feedback to employee; setting work standards; imposing or effectively recommending necessary disciplinary action; responding to grievances; and making or effectively recommending hiring and termination decisions.

ESSENTIAL FUNCTIONS – DUTIES & RESPONSIBILITIES

An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks which an employee may be expected to perform. Duties and responsibilities are subject to change by the employer as the needs of the employer and requirements of the job change.

It is the responsibility of every employee to represent the City of Keizer by holding themselves accountable to the City's Customer Service Principles of being Knowledgeable, Friendly, Empathetic, Trustworthy, Communicative and Helpful. Additional responsibilities include assisting other staff in the performance of their duties as assigned and operating a motor vehicle safely and legally while on City business.

40% Personnel, Policy & Employee Relations

Develops, implements, and continuously evaluates HR values, goals, and programs. Monitors and enhances customer service provided by HR functions. Evaluates and implements changes to HR functions, processes, and procedures. Provides oversight to all HR programs and functions, including recruitment and selection, staffing, benefits administration, employee and labor relations, performance management, compensation, classification, safety, training, policy development, information and record keeping/processing, health & wellness and workers' compensation. Monitors and addresses compliance with all Federal, State and local employment laws.

Serves as advisor to City Manager and City Council by providing HR perspective to discussions on city-wide programs and policies. Serves as liaison to Departments regarding HR policies, procedures, practices, and issues. Monitors and addresses compliance with relevant laws and regulations and promotes adoption, maintenance, and review of best practices.

Develops and implements personnel policies and procedures. Ensures that policies comply with state and local laws and remains current on relevant legislation. Interprets, provides consultation, researches, and assesses impacts of new laws and/or court rulings with regard to personnel policies and practices. Answers questions from employees, supervisors, and managers regarding a wide variety of human resources issues and personnel policies, practices, and procedures.

Serve as City's EEO/Affirmative Action Officer. Responds to complaints regarding protected class harassment or discrimination.

Oversees recruiting, interviewing, and orientation of applicants to ensure qualified candidates for City positions, including meeting with City staff to assess recruitment needs. Identifies and develops recruitment and selection process components. Writes job announcement brochures, advertising copy, supplemental questionnaires and other selection activities as needed to support HR Generalist. Conducts exit interviews.

Develops, oversees, and coordinates the performance management program and related activities. Counsels employees and managers on performance management issues. Assists supervisors with developing performance management strategies for specific situations (e.g. professional development, work plans, disciplinary actions, etc.).

Shares responsibility for labor relations with the Chief of Police, Public Works Director and City Manager. Acts as lead negotiator for the City in Public Works union negotiations and acts in varying roles as requested in Police union negotiations. Develops bargaining strategy and costing of proposals in collaboration with appropriate members of the Leadership Team. Prepares proposals, provides bargaining updates to City Council, and facilitates discussion to obtain Council approval for strategy. Prepares and assists contracted legal counsel with preparing for interest arbitration.

Monitors and facilitates employee relations issues and counsels management and employees accordingly. Conducts or participates in pre-disciplinary fact-finding and disciplinary hearings. Composes, drafts, or assists supervisors in drafting disciplinary letters.

Responds to grievances or assists Supervisors/Managers with grievance responses. Serves as City Manager's designee to respond to grievances that advance to the City Manager. Prepares or assists contracted legal counsel with preparation for grievance arbitration.

Consults with contracted legal counsel and City Attorney as appropriate, and/or as directed by the City Manager on personnel matters or other matters that have a potential human resources impact.

35% Compensation & Benefits

Oversees the administration and maintenance of employee classification and compensation plans including request for proposal processes. Determines appropriate job classifications and develops, reviews and updates job descriptions. Coordinates city-wide salary surveys and performs individual position surveys; responds to survey information requests from external parties.

Reviews and provides recommendations on requests for compensation-related actions that deviate from policy, collective bargaining agreements, or accepted practice.

Ensures compliance with federal and state regulations relating to benefit administration and compliance.

Develops and implements new benefit programs.

Oversees and supports HR Generalist in administration of employee benefit program, including medical, dental, life, long term disability, flexible spending accounts, and retirement.

Develops and monitors contracts with consultants and insurance companies.

Resolves complex compensation and benefits issues.

Provides statistical data and trend analysis. Coordinates benefit committee meetings and meetings with benefit advisors and vendors. Reviews contracts, researches and communicates benefit programs and options.

15% Risk Management

Oversees and supports HR Generalist in administration of the City's risk management programs, including workers' compensation, safety and employee health and wellness programs. Ensures compliance with federal and state regulations.

Researches, recommends, and facilitates alternative duty opportunities where possible and appropriate.

Serves as the City liaison with insurance carriers, brokers, and third-party administrators.

Administers safety training programs and updates the Safety Manual as needed. Provides staff support and serves as Director level representative on Safety Committees. Coordinates activities of the Executive Risk Management Team.

Reviews, estimates, and evaluates insurance program components. Identifies and assesses workers' compensation concerns and exposure as well as claims loss statistics and trends.

Manages contract between the City and third party administrator for workers' compensation claims to assure timely resolution of claims. Monitors and investigates workers' compensation issues and reviews case outcomes with specific emphasis on reducing possibility of future incidents.

10% Administration

Responsible for staffing, staff planning, conducting performance appraisals on direct reports in Human Resources Department, ensuring compliance with training requirements and developing skills.

Coordinates with other city departments on personnel services costs and HR related operating equipment and supplies, including but not limited to insurance, retirement, workers' comp, unemployment, safety committee, medical testing, legal, recruitment and training. Prepares budget information relative to Human Resources operations, including but not limited to HR staff travel and training, operating equipment and supplies, and health & wellness program expenses. Monitors and documents expenditures assuring compliance with approved budget.

Serves as a member of the management team representing human resources programs. Represents the department on interdepartmental projects, development of City-wide policies and addressing issues with Council. Serves as staff liaison to the Personnel Policy Committee and conducts special projects as assigned by the City Manager.

Oversees the Human Resources Information System (HRIS) to ensure that department managers and supervisors have access to information that will assist them in the operation of their department and that appropriate and timely information is available for strategic planning.

Responds to requests from the media, public, regulatory agencies, and other government jurisdictions for Human Resources related information. Coordinates with Leadership Team members on media releases based on subject matter. Maintains public and employee awareness of City issues related to Human Resources by developing and disseminating information including news releases, Q & A documents, and flyers.

Represents the City of Keizer by responding to the public, citizens, its employees, and others in a prompt, professional and courteous manner. Regards everyone, internal and external, as a customer and delivers the best service possible in a respectful and patient manner.

Assists other staff in the performance of their duties as assigned. Maintains regular job attendance and adherence to working hours. Operates a motor vehicle safely and legally.

PHYSICAL DEMANDS - SAFETY - WORKING CONDITIONS

The physical demands (including lifting, mobility, movement and manual dexterity), work environment and working conditions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

In the performance of job duties, the employee is frequently required to sit; talk or hear; walk; use hands to finger, handle, or feel objects, tools, or controls; bend; and reach with hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds and infrequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus. Manual dexterity and coordination are required to perform the work. This is used while operating equipment such as a computer and various software programs, motor vehicle, phone, calculator, copy and fax machines, and other related tools and equipment.

Safety

Employees must maintain a safe work environment by complying with City and Department safety policies and rules and by practicing safety while performing the essential functions of the position. This supervisory position is responsible to actively support safety and loss control measures for the City as a whole and to maintain accountability for safety and loss control issues within the department.

Working Conditions

In the performance of the job duties, the employee will perform the majority of this job in an office environment under Job Description – Human Resources Director

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usual office working conditions. The noise level in the work area is typical of most office environments, with telephones, frequent interruptions and background noises. Duties include contact with employees and customers in conflict situations. Contact with the news media regarding human resources matters including sensitive, difficult or controversial issues. In addition, the position requires frequent use of interpersonal skills, teamwork, customer service skills and discretion; continuously using decision-making skills, problem analysis, negotiation, independent judgment and/or independent action.

Occasional travel includes local and regional meetings and regular visits to work sites that may contain chemicals, machinery or heavy equipment (e.g. Police & Public Works Operations). May be required to work evenings and weekends.

MINIMUM QUALIFICATIONS

Education & Experience

Bachelor's degree in Human Resources, Business Administration, Public Administration, or related field from an accredited school, including education or training in specific Human Resources topics and law, and a minimum of five years of progressively responsible human resources management, including at least three years at the senior management level and at least two years supervisory experience, or any equivalent combination of education and experience which provides the knowledge, skills and abilities to perform the essential functions and responsibilities of the position.

Licenses, Certifications & Other Requirements

Pass a comprehensive background investigation.

ADDITIONAL QUALIFICATIONS

Knowledge

- Principles, practices, and procedures of human resources management, including labor relations, compensation, organizational design, and behavior and benefits administration.
- Management and supervisory principles, practices, and methods.
- Local, state, and federal laws governing human resources.
- Safety principles, methods, and procedures.
- Budget concepts, budget preparation, and payroll procedures.

Skill & Ability

- Communicate effectively in oral and written form. Present facts and recommendations to employees, management, elected officials, public groups, and boards.
- Establish and maintain effective working relationships with employees, management staff, representatives of governmental and community agencies, and the public.
- Maintain professional integrity of sensitive and confidential information. Conduct investigations and obtain data necessary to evaluate solutions to complex problems and issues with multiple variables.
- Consult with and coach Department Directors, supervisors, and employees regarding conflict resolution or developmental situations.
- Identify significant human resources issues, think conceptually, analyze data and information, and formulate reasonable conclusions and effective solutions.
- Interpret and apply federal, state and local laws, policies, rules, and regulations. Read, analyze, and interpret professional and technical journals, reports, and legal documents. Apply generalized theory to specific situations.
- Develop and administer personnel policies, performance appraisal systems, training, and other programs.
- Proficiently use computers, word processing, spreadsheet, and graphics software applications.
- Prepare complex reports, correspondence and records.
- Apply and adapt practices and techniques to the meet requirements of management, employees, and changing organizational dynamics.
- While maintaining excellent customer service, work efficiently to manage projects under deadline pressure and in a significantly lean staffing model.
- Select, supervise, coach, and evaluate assigned staff.

Licenses, Certifications & Other Requirements

- Possession of or ability to obtain and maintain a valid Oregon driver license.
- HRCI, SHRM, or IPMA certification required at hire.