



Human Resources and Risk Manager

Job Description

FLSA Status: Exempt
Authorized:
Revised: 02/2015

Job Summary:

The Human Resources & Risk Manager reports to the General Manager and is responsible for planning, organizing, and directing risk and human resources, personnel and certain administrative support functions. The position also serves as a member of MTD's management team.

The Human Resource and Risk Manager is responsible in these areas: development and implementation of recruiting, benefits, training, and risk management including both liability and workers compensation. In all of these areas it is critical to ensure adherence to all District policies and practices as well as state and federal laws. The position serves as internal consultant to the District's management and employees as well as interfacing with other agencies, District legal counsels and a number of third party administrators. Qualified and selected candidate must be capable to competently handle the full range of professional human resource and risk duties as assigned, work independently and as a team member and leader, apply well developed human resource and risk management knowledge to human resources and risk functions of routine, moderate and superior complexity. This is accomplished by exercising critical judgment. The best performance is marked by excellent business, leadership, people and morale-enhancement skills. The position is one emphasizing translation of all current legal developments in areas of responsibility into communications and practices.

Essential Functions:

- Remain continuously vigilant and able to successfully implement procedures and policies in light of changing Federal and State and local rulings and regulatory changes. Ensure Departmental compliance with all required Federal, State and regulatory agency reporting.
- Responsible for labor and union relations, including maintaining all labor contracts and personnel rules, policies and procedures, managing the interface between MTD and its labor union, serving as a key member of the management negotiating team for labor contracts, and administering the employee disciplinary process, including hearings, arbitrations and terminations.
- Responsible for personnel recruitment and selection process, including directing recruitment activities, managing the interview, selection, offer and acceptance process, and overseeing new employee orientation activities.

- Responsible for human resources compliance program, including Affirmative Action, Title VI compliance, drug and alcohol programs (including FTA-compliant random testing program) and mandatory personnel training programs as required by statute or policy.
- Update formal policies and practices, communicate with employees, and perform audits of HR policies and programs, maintaining high internal credibility and positive working relationships with all employees. Exhibit strong teambuilding, mediation, leadership, and strategic thinking skills. Suggest and implement context-sensitive recommendations for issue resolution with approval from senior management.
- Perform ongoing audit of all Departmental procedures and practices so as to incorporate best industry practices and performance metrics.
- Provide leadership in benefits program areas by evaluating and comparing existing company benefits, participating in industry surveys, analyzing survey results and developing recommendations. Develop plans to maintain competitive position in the labor market, direct human resources information distribution to employees, review monthly reports, ensure adherence to labor laws and collective bargaining contracts.
- Provide leadership in the training and development program areas by directing needs assessments to enhance effectiveness of employee performance, identifying and incorporating best practices into program plans, providing a broad range of consultative services to employees, and guiding managers and employees on problem solving. Provide expertise in strategy development and execution, designing and developing training programs, reviewing training course evaluations, consulting with management on performance and organizational matters, meeting with training personnel, reviewing training calendars and classes, and reviewing external training best practices.
- Provide leadership and consulting support to management staff on matters of goals setting, policy development, and strategic implementation in support of achieving District's objectives and goals. Evaluate and advise on the impact of new programs/strategies and regulatory action as those items impact the attraction, motivation, development and retention of the people resources of the District. Annually review and make recommendations to management staff for improvement of District's policies, procedures, and practices on personnel matters. Recommend, evaluate, and participate in Staff Development for District. Provide direction and leadership to department staff in the performance of their duties, establishing work priorities, and in achieving management initiatives.
- Provide leadership in risk management program areas by meeting with management staff, legal counsel and claims and investigatory professionals as well as employees and claimants. Participate in the settlement of all related claims, review settlements to ensure adherence to District policies, review and report claims liabilities, review and report external audit findings. Be knowledgeable and recommend risk management best practices, and ensure the risk team is meets all pre-established goals.
- Provide leadership in workers compensation program areas by meeting with management staff, legal counsel and claims and investigatory professionals as well as employees. Participate in the settlement of significant workers compensation claims. Perform interactive processes, review all settlements, review and report all claims liabilities, review and report all external audit findings. Be knowledgeable and recommend workers compensation best practices and ensure employees and the District are protected in this area and meet pre-established goals when possible.

- Manage the classification and compensation functions for the District, provide advice to staff on job evaluation, develop techniques for compiling and presenting data, supervise and perform salary surveys, and keep apprised of all compensation laws and regulations.

Other Job Functions:

May be assigned additional managerial and administrative responsibilities as required.

Skill in:

- Professionally maintain composure and effectiveness under pressure in a fast-paced and frequently changing environment with Departmental resources as available.
- Display willingness to make decisions, exhibit sound and accurate judgment and make timely decisions.
- Communicate changes in personnel policies and procedures and ensure proper compliance is followed.
- Develop long-term plans and programs and to evaluate work accomplishments while being an active and hands-on manager, actively working with Departmental personnel to achieve all goals and objectives.
- Apply and adapt practices and techniques to the special requirements of senior management;
- Establish and maintain effective and appropriate relationships with District employees, professional contacts and the general public in a team-oriented environment.
- Present facts and recommendations effectively in oral and written form.
- Maintain knowledge of industry trends and employment legislation and ensures District's compliance.
- Ability to delegate work assignments, set expectations and monitor delegated activities.
- Provide leadership, inspires and motivates others to perform well, accepts feedback from others. Makes self available to staff; provides regular performance feedback; and develops HR/RM staffs' skills and encourage growth.
- Look for ways to improve and promote quality and demonstrate accuracy and thoroughness.
- Prioritize and plan work activities, use time efficiently and develop realistic action plans.
- Actively promote and personally observe safety and security procedures, and use equipment and materials properly.
- Detail oriented, logical, and insightful approach to problem solving.
- Manage frequent changes/reassessment of priorities.
- Handle time constraints due to cyclical nature of duties and responsibilities.
- Handle difficult situations.
- Learn agency and department operating policies, procedures, systems, methods, and tasks.
- Be a personal example through demonstration of the above for the District's best image and practices.

Knowledge of:

- Theories, principles, and practices of public sector human resources and risk management.
- Applicable local, state, and federal laws, rules and regulations governing public sector human resources and public transit risk management functions.
- Principles and practices of human resource and risk administration in the areas of employment, compensation, employee and labor relations and training.
- Methods and practices used in administrative investigation, problem resolution and reporting.
- Development and implementation of organizational employee development programs.
- Principles and practices of supervision and employee counseling.
- Report and contract preparation, research, analysis, and record keeping techniques.
- Governmental procurement and contracts management requirements; bid and contract analysis and administration processes.

- Financial, analytical, statistical, and mathematical methods and procedures.
- Standard administrative practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Records management principles and practices.
- Budget preparation and management.
- Meeting noticing and agenda setting requirements for public meetings.
- Public record acts and Roberts Rules of Order for legislative bodies.

Ability to:

- Understand, interpret, and apply laws, rules, regulations, policies, procedures, contracts, budgets and agreements.
- Plan, negotiate, organize, implement, and manage the District's human resources programs and contracts.
- Advise employees and managers on grievance and informal complaints/inquiries; make and present findings and analysis of formal grievance and complaints as well as review of administrative and operational activities.
- Analyze issues, develop a positive course of action, and follow through on its implementation.
- Demonstrate sound professional judgment, reason logically, and think creatively.
- Research and interpret applicable federal and state rules and regulations as well as District policies.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Prepare and present clear, effective, and accurate reports, correspondence, policies, procedures, and other oral and written materials.
- Make effective public presentations.
- Use initiative, discretion, and sound independent judgment within policy and procedural guidelines.
- Establish and maintain effective relationships with those contacted in the course of the work.
- Represent the District effectively in contacts with elected and other officials, representatives of other agencies, and the public, occasionally in situations where relations may be difficult or strained.
- Organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Work in a safe manner following correct District safety practices and procedures.
- Maintain confidentiality regarding sensitive information.

Experience and Training:

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience: Six years of progressively more responsible professional management or administrative experience, with at least three years of recent senior human resources experience.

Training: A bachelor's degree from an accredited college with major coursework in business administration, public administration, human resources, political science, public policy, or a related field. PHR, SPHR certificate and/or a Master's degree is desirable.

Licenses and Certificates:

All licenses and certificates must be maintained as a condition of employment.

- A valid appropriate California driver's license is required.
- Maintain a satisfactory driving record.

Special Requirements:

Essential duties require the following physical skills, abilities, and work environment:

Physical Skills: Able to use standard office equipment, including a computer and other electronic equipment; arm, hand, finger, wrist, leg, or foot motion repetitively; firmly or lightly grasp items as needed; sit, stand, walk, kneel, and maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read printed materials, a computer screen, and to work in a typical office environment; hearing and speech to communicate in person, over the telephone, and to make public presentations; lift and carry 30 pound boxes, files, and materials.

Ability to: Travel to different sites and locations; drive safely to different sites and locations; occasionally works protracted and irregular hours and evening meetings or work unusual hours for meeting attendance or participation in specific projects or programs.

Work Environment: Mobility to work in a typical office setting and to periodically work in a field setting.