

DEPUTY HUMAN RESOURCES DIRECTOR

DISTINGUISHING FEATURES OF THE CLASS:

This is a highly confidential position that reports directly to the Human Resources Director and is responsible for assisting with the overall leadership of human resources operations. The Deputy Human Resources Director will support the development, implementation, management and objective administration of HR programs and policies for the City of Albany. The position is responsible for supporting the oversight of benefit administration, civil service administration, recruitment, training & development, HR systems, compliance well as the provisions of Civil Service Law and Civil Service Rules and Regulations for all civil divisions that fall within the jurisdiction of the City.

TYPICAL WORK ACTIVITIES:

- Supports direction and evaluation of the work of HR staff members;
- Recommends changes in practices and procedures to increase operating efficiency and expedite work flow;
- Trains new staff members in human resources techniques and methodologies;
- Management and oversight of the Office of Human Resources functions;
- Supervision and scheduling of staff in organization support operations;
- Participates with committees as needed and builds effective relationships with managers and other stakeholders, in order to resolve issues/concerns, exchange information, and recommend changes to improve HR programs and services;
- Ensures that staff prepare comprehensive records, report and documentation that complies with standards and requirements;
- Handles employment-related inquiries from applicants, employees, and supervisors, referring complex and/or sensitive matters to the appropriate staff;
- Resolves problems encountered during daily operations and determines standards for problem resolution, including escalations from internal and external clients;
- Assists in the direction and implementation of programs and policies;
- Assists with the preparation and implementation of City policies and procedures;
- Supports oversight and supervision of all aspects of Civil Service Administration for jurisdictions covered by the Albany Municipal Civil Service Commission;
- Partners with vendors to design, plan and manage the implementation, communication and administration of city-wide employee benefits programs such as health, dental and vision insurance, flexible spending plan, leave time, health insurance buyouts, retirement benefits, Employees' Assistance Program and other related benefits/programs;
- Administers annual benefit renewal and open enrollment processes;
- Supports oversight of the examination program for the city and all civil divisions;
- Supports management of regulatory human resources requirements and New York State Civil Service compliance;
- Develops and implements training programs for employees;
- Enables organizational development and effective employee communications;
- Develops and implements programs, procedures and practices to attract, retain and support a diverse workforce;
- Plans new methods and procedures for more efficient operation of the administration of the office and provides appropriate training to staff;

- Collaborates with leadership and HR staff to continuously review and revise job descriptions to reflect current and emerging responsibilities;
- Provides guidance on employee disciplinary actions;
- Provides support and information to City employees;
- Recommends jurisdictional classification changes to the Civil Service Commission and assists in the formulation of resolutions for amending the City Civil Service Rules;
- Supports the management of the Office's annual budget;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Excellent managerial skills and ability to evaluate the work of others;
- Comprehensive understanding of organizations HR practices and procedures;
- Proficient with Human Resources Information Systems or business process management software of integrated applications related to finance and human resources;
- Good knowledge of the principles, practices and techniques of personnel administration, including public sector labor relations;
- Good knowledge of regulations, eligibility requirements and types of health insurance and benefit programs;
- Good knowledge of federal, state, county and local labor and employment laws;
- Good knowledge of principles and processes for providing customer and personal services;
- Good knowledge of public administration as it pertains to local government; working knowledge of the theory and administration of a civil service system;
- Skill in analyzing job descriptions, job requirements, supervisory practices, disciplinary practices, union contracts and employer policies from an anti-discrimination perspective;
- Good knowledge of New York State Civil Service Law and City of Albany Civil Service Rules and Regulations;
- Good knowledge of practices, policies, and procedures of public personnel administration;
- Good knowledge of principles of position classification techniques, examination administration, job evaluation, personnel transactions, and salary administration;
- Good knowledge of employee relations, public relations, performance rating, and recruitment;
- Thorough knowledge of City operations and functions;
- Working knowledge of the organization and functions of local government in New York State;
- Ability to make difficult decisions and take difficult actions;
- Ability to support leadership to hire, mentor, develop, train, retain, and manage a diverse staff;
- Ability to manage human, financial, and information resources strategically;
- Ability to effectively manage and integrate multiple disciplines, including technical, operational, planning, and policy development;
- Ability to analyze and organize data and prepare and maintain detailed records and reports;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Master's Degree and three (3) years

of full-time paid experience (or it's part-time equivalent) in human resources, public or business administration which shall have included supervision;

- B. Graduation from a regionally accredited or New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree and five (5) years of full-time paid experience (or it's part-time equivalent) in human resources, public or business administration which shall have included supervision; OR
- C. Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree and seven (7) years of full-time paid experience (or it's part-time equivalent) in human resources, public or business administration which shall have included supervision; OR
- D. Graduation from high school or possession of a high school equivalency diploma and nine (9) years of full-time paid experience (or it's part-time equivalent) in human resources, public or business administration which shall have included supervision; OR
- E. Any equivalent combination of training and experience as defined by the limits of (A), (B), or (C) above.