

**CITY OF GRAND HAVEN  
JOB DESCRIPTION**

**HUMAN RESOURCES MANAGER**

**Supervised By:** City Manager  
**Supervises:** Coordinates the work of employee(s) assigned to payroll and benefits administration

**Position Summary:**

Under the general direction of the City Manager, manages and administers the employment-related services of the City and its contracted agencies. Oversees the development and implementation of employee compensation and benefits programs and personnel policies. Serves as the chief labor negotiator and administers the collective bargaining agreements.

**Essential Job Functions:**

*An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.*

1. Manages and coordinates the activities of the City's Human Resources department including recruitment and selection, labor relations, classification and compensation, benefits, and risk management. Participates in the development of policies and procedures, internal controls, and goals and objectives in accordance with departmental needs, City directives, and legal requirements.
2. Manages the recruitment, hire, discipline, and discharge activities of City employees. Develops and places recruitment advertising, reviews applications, conducts interviews, and performs reference and background checks on applicants. Prepares performance improvement plans and conducts exit interviews as needed. Oversees the proper maintenance and access to personnel files.
3. Administers and recommends the City's classification and compensation system. Maintains and updates job descriptions, conducts market surveys, and recommends updates to compensation programs. Monitors performance evaluation program and makes revisions as needed. Ensures compliance with all applicable State and Federal laws and City policies and procedures related to personnel administration.
4. Administers for the overall administration of the City's benefits program including health, retirement, time off, life and disability, worker's compensation, and unemployment. Processes new employee paperwork and benefit changes and serves as key contact with the City's benefit providers. Participates in analysis of current benefit offerings, researches alternatives, participates in negotiating contracts and makes related recommendations.
5. Acts as mediator or facilitator to resolve personnel conflicts. Provides group and individual guidance, coaching and counseling to employees and supervisors on matters related to employment, policies, procedures, training, benefits, and general human resources issues.
6. Ensures compliance with all applicable State and Federal laws and City policies and procedures related to personnel administration. Serves as the City's EEO coordinator and the HIPAA, FMLA, and ADA administrator. Maintains necessary records and

information, analyzes data and compiles reports required by regulatory agencies and City Administration.

7. Assists in coordinating the City's risk management activities and insurance programs, including worker's compensation and the drug and alcohol testing program. Works closely with related third-party administrators and advises departments of MIOSHA regulations. Distributes required postings, coordinates safety programs, maintains incident reports, and prepares related reports.
8. Assists in the development, facilitation, and implementation of personnel policies and procedures. Maintains associated documents and files.
9. Within the parameters established by the City Manager, serves as chief union negotiator for collective bargaining agreements and grievances, proposes and drafts contract language, completes cost impact analysis, ensures consistency among union contracts, and administers all collective bargaining agreements and employee contracts.
10. Serves as City's primary point of contact to intergovernmental collaboration to leverage resources for human resources activities. Provides high level contact and coordination with external public agencies in the administration of human resources services.
11. Researches, recommends, implements, and maintains programs and systems to advance positive employee relations and effective personnel management including performance evaluation systems and non-monetary reward and recognition programs.
12. Works closely with departments to identify training and professional development needs. Researches, develops, implements, and coordinates training programs.
13. Maintains productive relationships with retiree population to ensure full access to benefits for retirees and efficient allocation of public resources dedicated to retiree benefits.
14. Keeps abreast of legislative and regulatory developments, new administrative techniques, and current issues through continued education and professional growth. Maintains cooperative relations with peer agencies and other governmental units. Attends conferences, workshops, and seminars as appropriate.
15. Performs other related work as required.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**

*The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.*

- A bachelor's degree in human resources, business administration, or related field is required.
- Five or more years of progressively more responsible experience in human resources, labor relations, or related field is required.
- Thorough knowledge of the principles, practices, and techniques of public personnel administration, including compensation and benefits administration, labor relations, and collective bargaining.

- Thorough knowledge of employment law, labor relations, and record keeping related to human resources and risk management.
- Knowledge of legislative and regulatory developments and human resources and risk management issues.
- Skill in managing complex administrative processes for a diverse range of services.
- Skill in formulating human resources policies and procedures and maintaining public and confidential records according to statutory requirements.
- Skill in the use of office equipment and technology, including computers and other related software, and the ability to master new technologies.
- Ability to communicate effectively and present ideas and concepts orally and in writing, and make presentations in the public forum.
- Ability to conduct research, maintain records, and prepare comprehensive and accurate reports according to accepted standards.
- Ability to evaluate and control a variety of services and make sound policy and procedural recommendations.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with employees, City officials, professional contacts, community leaders, the media, and the public.
- Ability to critically assess situations, problem-solve, exercise a high degree of diplomacy, and work effectively under stress, within deadlines and changes in work priorities.
- Ability to attend meetings outside of normal business hours.

**Physical Demands and Work Environment:**

*The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee regularly works in an office setting with a controlled climate where they sit and work on a computer, communicate by telephone, email, or in person, and move around the office to travel to other locations.