

POSITION DESCRIPTION
Department of Administration
Human Resources Manager

Under the general supervision of the Administrator of the Division of Administrative Services, the Human Resources Bureau Director administers a large, highly complex multi-agency human resources management program for the Department of Administration (DOA), various attached boards and commissions, and other state agencies whose human resources services are provided by DOA. Services are provided for approximately 2,000 classified, unclassified and LTE employees headquartered across the state.

The position oversees administration of comprehensive and complex staffing and classification, employment relations, payroll and benefits, AA/EEO, training, EAP and employee development programs. The position ensures timely communication of salient human resources, payroll and benefits information to employees served by the Human Resources Bureau. The position advises the Administrator and Secretary's Office on personnel policies and issues having a potential statewide impact.

TIME % GOALS AND WORKER ACTIVITIES

- 45% A. Administration of the human resources management program including classification, staffing, examination and recruitment for both delegated and non-delegated classes.
- A1. Develop and implement goals and objectives consistent with the Department's strategic planning efforts and Division action plans.
 - A2. Serve as principal advisor to the Administrator and management staff on issues related to human resources planning and development, workforce planning, organizational development and effectiveness, and provisions of the Wisconsin Civil Service System.
 - A3. Establish and evaluate human resources policies that comply with statutory requirements, executive directives and sound personnel practice, and accordingly recommend changes to the Administrator and Secretary's Office.
 - A4. Develop policies and procedures for the administration of human resources programs which have a multi-agency impact.
 - A5. Oversee administration of the agency recruitment and staffing functions including the review of personnel transactions for compliance with statutory and regulatory requirements.
 - A6. Oversee final review of personnel transactions (e.g., appointment letters) to ensure accuracy.
 - A7. Oversee administration of the agency classification/compensation program including classification surveys, class determinations, reclassifications and compensation studies.
 - A8. Ensure established delegation agreements from the Office of State Employment Relations (staffing and classification) are followed and upheld to prescribed standards.
 - A9. Serve as a liaison to the State Budget Office and the Office of State Employment Relations and represent the department on statewide committees including the State Human Resources Management Council.

- A10. Ensure confidentiality of employee personnel, medical and financial information and records in the possession of the Human Resources Bureau.
- 10% B. Supervision and support of the Employment Relations Program Coordinator in management of the employment relations program.
 - B1. Oversee the development and administration of the agency employment relations policies ensuring uniform compliance with laws and rules.
 - B2. Provide consultation on civil service laws, rules and policies to appointing authorities and management staff.
 - B3. Oversee responsibility for layoff and at-risk, including proper notification and consultation with management.
 - B4. With the Employment Relations Program Coordinator, hear second and third step grievances for the Department Secretary.
 - B5. Advise administrators and managers on disciplinary actions, practices and procedures, and discuss with Legal Counsel where appropriate.
 - B6. Administer the Department's performance evaluation program and conduct training for supervisors and managers.
 - B7. Conduct supervisory training and just cause principles of disciplinary action and advise on appropriate techniques and strategies.
 - B8. Represent and testify as a department representative in employment relations disputes.
 - B9. Support and ensure the timely communication of salient human resources, payroll and benefits information to employees served by the Human Resources Bureau.
- 10% C. Supervision and support of the Payroll and Benefits Program Officer in management of a highly complex agency payroll and benefits program.
 - C1. Oversee the development and presentation of the New Employee Orientation Program and represent the Department's administration at sessions.
 - C2. Advise the Administrator and Secretary's Office on provisions of the compensation plan and the impact on future planning and actions.
 - C3. Oversee the administration and ensure compliance of payroll and benefit programs.
- 10% D. Supervision and support of the Employment Relations Program Coordinator in management of the agency Affirmative Action (AA) program and Equal Employment Opportunity (EEO) program.
 - D1. Oversee development and implementation of innovative programs to advance the hiring and retention of target group employees.
 - D2. Ensure the integration of AA/EEO principles in all personnel management programs.

- D3. Provide or support the provision of consultation to administrators and managers on a wide variety of AA/EEO policies, practices and expectations.
- 8% E. Supervision and support of the Employment Relations Program Coordinator in management of the agency employment development and training program, Employee Assistance Program and other human resources programs.
- E1. Oversee the development and implementation of department-wide policies and practices for supervisor, manager and employee development.
 - E2. Oversee the development and ongoing administration of the department's Employee Assistance Program.
 - E3. Evaluate the effectiveness of training and human resources programs and develop recommendations for improvement.
- 15% F. Supervision of Bureau of Human Resources managers and staff.
- F1. Direct the work activities of Bureau managers and staff to ensure quality, timely and appropriate human resources services.
 - F2. Hire, assign, train, review, monitor and evaluate the work of Bureau managers and staff.
 - F3. Plan and implement short- and long-range goals and objectives for the Bureau and effectively communicate them to staff.
 - F4. Initiate appropriate personnel actions as needed to ensure effective allocation of staff resources and proper classification compensation of employees.
 - F5. Assist in the development of budget priorities and projections for biennial budgets and annual operating budgets.
 - F6. Actively contribute to efforts to attract, employ and advance Affirmative Action target group employees in permanent, project and limited term employment within the Bureau.
 - F7. Provide information about Affirmative Action policies and procedures to staff (e.g., agency goals, harassment and discrimination policies, training and advancement opportunities).
- 2% G. Support the department's Emergency Response and Continuity of Operations programs.
- G1. Act as the DOA Emergency Response Team Director for personnel-specific emergencies.
 - G2. Provide staff for administrative support of the Incident Command Center and coordinate staff to organize the resumption of essential services as soon as possible following an emergency.

KNOWLEDGE, SKILLS AND ABILITIES

1. Ability to provide human resources services to a wide variety of customers.
2. Ability to provide excellent customer service.
3. Knowledge of the Wisconsin Civil Service personnel rules, policies and procedures.
4. Knowledge of Wisconsin Statutes Chapter 230.

5. Knowledge of State of Wisconsin personnel administration programs including compensation, recruitment and staffing, classification and employee benefits.
6. Ability to apply general human resources management principles and concepts.
7. Ability to apply organizational development and management theories and practices.
8. Knowledge of strategic business planning processes principles and practices.
9. Ability to develop and manage performance appraisal systems.
10. Knowledge of employment relations procedures.
11. Ability to apply staff development and training concepts.
12. Ability to manage Employee Assistance Programs.
13. Knowledge of AA/EEO principles, programs, practices, policies and laws.
14. Knowledge of the Federal and State Family Medical Leave Act, Fair Labor Standards Act, American Disabilities Act, and Wisconsin Fair Employment Act.
15. Ability to develop and implement policies and procedures.
16. Knowledge of principles, practices and techniques for effective succession planning methods.
17. Effective program administration skills.
18. Ability to utilize effective management, coaching, supervisory and teambuilding techniques.
19. Ability to conduct effective training seminars.
20. Effective interpersonal skills.
21. Effective verbal and written communication skills.
22. Knowledge and ability to use various software packages such as Microsoft Office Suite.
23. Ability to multitask, prioritize and organize a variety of tasks.
24. Ability to research and analyze detailed and complex information.
25. Ability to ensure the confidentiality of employee personnel, medical and financial information and records.