

CITY OF CHATTANOOGA

Classification Specification Title: Director HRMS & Employment Services

Department: Human Resources

Pay Grade: GS.14

Supervision Received From: Chief Human Resources Officer

FLSA Status: Exempt

Supervisory Responsibility For: Human Resources Analyst &

Established: 6/29/07

Human Resources Technician

Revision Dates: 4/1/25;

10/20/23; 1/11/23

CLASSIFICATION SUMMARY:

Reporting to the Chief Human Resources Officer, the Director HRMS & Employment Services will oversee the HRIS team responsible for the development, implementation and maintenance of HR Management Systems and functions; HRIS reporting and analytics; administering time and attendance software, talent management suite, learning management system, employee benefits administration system, and all personnel transactions. Oversee, develop, and transform the HR recruitment process on how the City attracts, finds and hires talent into a competitive advantage. In addition, the Director will review systems and procedures, identify and implement process improvement and best practice initiatives for core HR functions. The Director HRMS & Employment Services is a leader as well as hands-on technical expert for HR Management Systems and will help build and execute a technology roadmap that balances the strategic and operational needs of the City Human Resources Department.

SERIES LEVEL:

This is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Provide overall leadership for the Human Resources Information Systems (HRIS) function with a focus on Process Improvement, HR Reporting and Analytics, and Compliance.

Oversee HRIS team responsible for processing all personnel transactions including all activities that occur during an employee's life cycle from on-boarding through separation.

Optimizes HR technology systems to meet workflow requirements creating opportunities for automation, reduction of manual processes, and enhancements that help drive accuracy.

Direct the operations of human resource information systems (Oracle), talent management suite (Neogov) and benefit administration (Oracle Advanced Benefits).

Oversee quality assurance of all personnel transactions and ensure adherence to City policies and procedures.

Monitor federal and state regulatory changes and their impact on HR systems and work closely with the Chief Human Resources Officer, HR Directors and Managers to ensure compliance with all regulatory reporting.

Analyze business requirements and determine hardware and software requirements to meet data management needs and ensure the integrity of internal database files, tables and reports (including compliance reports and ad-hoc data requests) and HR metrics.

Evaluate current and proposed operational systems and lead the design and implementation of operational policies, objectives, and initiatives.

Develop best practice and maintain regulatory compliance, including compliance with multiple Collective Bargaining Agreements.

Serve on a cross-functional team with members from Finance and IT to maintain and develop processes and integrations that will create and maintain best in class HR technology platforms.

Oversee the development and implementation of end user training and system enhancements.

Oversee and guide the HR recruiting team responsible for attracting and hiring top talents.

Oversees the entire lifecycle of recruiting and pre-employment processes.

Plans, directs, organizes and evaluates the overall activities of the talent acquisition team and support staff to ensure professional, efficient and effective service is provided to all stakeholders.

Work with Recruiting Manager in continuous improvement of the City's recruitment process toward outcomes that unlock innovation by adding key competencies, skills, and diverse perspectives.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Bachelor's Degree in Information Technology, Computer Science, Human Resources or related field and five (5) years of experience working extensively with, supporting and configuring Windows-based office software and business application software, supplemented by some experience involving the development of workflow analyses and employment services activities.

LICENSING AND CERTIFICATIONS:

A valid Driver's License

KNOWLEDGE & SKILLS:

Thorough knowledge of administrative processes and techniques (e.g., workflow, control, scheduling); thorough knowledge of Windows-based office software and procedures; thorough knowledge of computers, including such technical areas as PC equipment, PC operating systems, and their functions, operations, goals and objectives in support of the installation of application and office software; good knowledge of HTML, Java and Javascript, and web utilities and tools; good knowledge of web browsers; good knowledge of the functions and services of the department; strong analytical and diagnostic skills.

Skill in the development and authoring of web pages; skill in the use of computer applications such as spreadsheets, word processing, calendar, e-mail and/or database software; ability to identify, evaluate and convey (both orally and in writing) functional requirements for application software in order to achieve departmental goals and objectives; ability to gather and analyze data and draw conclusions; ability to establish and maintain effective working relationships; thoroughness and attention to detail; resourcefulness; initiative; imagination; creativity; tact; good judgment; physical condition commensurate with the demands of the position.

PHYSICAL DEMANDS:

Positions in this class typically require standing, walking, fingering, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.