

# CITY OF CHATTANOOGA

## Classification Title: Director, Human Resources Operations

**Department: Human Resources**

**Pay Grade: GS.14**

**Supervision Received From: Deputy Chief HR Officer**

**FLSA Status: Exempt**

**Supervisory Responsibility For: HR Business Partners;**

**Established: 12/23/19**

**Employee Relations Specialist; HR support staff**

**Revision Dates: 4/1/25;**

**10/20/23; 6/29/23**

### CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for overseeing the activities, production in the organization, ensuring development and implementation of efficient operations and cost-effective systems to meet current and future needs of the organization. The position serves as a lead consultant to management and the HR Business Partners on human resource employee-related issues.

The role assesses and anticipates departments' employee-related needs, communicating needs proactively with HR and department administrators. The Human Resources Operations Manager develops and designs processes for effective solutions. Maintains an expert level of knowledge about EEO, ADA, Employee Relations, Labor Relations, and Investigations. This position also provides leadership to the HR Business Partners and Employee Relations Specialist.

### 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.)*

Provides leadership and supervision to HR Business Partners and Employee Relations Specialists to support the City's goals, objectives, and service-requirements.

Recruits, interviews, hires, and trains new staff in the department.

Establishes, implements, and communicates the strategic direction of the organization's operations. Collaborates with Human Resources leadership and other department leaders to develop and meet goals and objectives.

Identifies, recommends, and implements new processes to improve and streamline processes.

Establishes, communicates, and implements operations-related policies and procedures to ensure effective and consistent support and execution.

Presents periodic performance reports and metrics to the CHRO and other leadership.

Maintains knowledge of emerging trends in operations management.

Identifies training needs and ensures proper training is developed and provided.

Oversees the daily workflow of the department.

Conducts performance evaluations that are timely and constructive.

Handles discipline and termination of employees as needed and in accordance with company policy.

Establishes quantitative and qualitative metrics, guidelines, and standards by which the organization's efficiency and effectiveness can be evaluated; identifies opportunities for improvement.

Reviews, analyzes, and evaluates processes and procedures.

Implements policies and procedures that will improve day-to-day operations.

Ensures work environments are adequate and safe.

Communicates and explains new directives, policies, or procedures to managers; for major changes, meets with entire operations staff to explain changes, answer questions, and maintain morale.

Improves customer service and satisfaction through policy and procedural changes.

Leads coordination and integration of efforts among departments to produce smoother workflow and more cost-effective business processes.

Projects a positive image of the organization to employees and community.

Conducts monthly meetings with respective departments.

Manages and resolves complex employee relations issues. Conducts effective, thorough and objective investigations.

Maintains in-depth knowledge of legal requirements related to day-to-day operations, reducing legal risks and ensuring regulatory compliance. Partners with the legal department as needed/required.

Provides day-to-day performance management guidance to line management (e.g., coaching, counseling, career development, disciplinary actions).

Provides guidance and input on organization restructures, workforce planning and succession planning.

Identifies training needs for department and individual leadership coaching needs.

Participates in evaluation and monitoring of training programs to ensure success. Follow up to ensure training objectives are met.

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 Human Resources Management, Business Administration or Public Administration; and at least five (5) years of experience providing strategic human resource management to include EEO, ADA, complex employee relations issues, labor relations, and investigations. Must also possess significant experience in supervising Human Resources professionals and processes.

**LICENSING AND CERTIFICATIONS:**

SHRM Certified Professional (SHRM-CP) or SHRM Senior Certified Professional (SHRM-SCP) credential or ability to obtain certification within one year of employment.

**KNOWLEDGE AND SKILLS:**

Knowledge of multiple human resource disciplines, including compensation practices, organizational diagnosis, employee and union relations, diversity, performance management, and federal and state respective employment laws. Must possess knowledge of and demonstrate ability to lead and develop Human Resources staff members.

Skills include ability to understand business acumen and engage in consistent ethical practices. Strong communication skills, and the ability to effectively consult with all levels of an organization. Possess cultural awareness, and the ability to develop and maintain productive working relationships.

**PHYSICAL DEMANDS:**

While performing the duties of this job, the employee is regularly required to talk or hear. This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand on a stool as necessary. Also requires fingering, grasping, 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 encourages both prospective and current employees to discuss potential accommodations with the employer.