



Classification Specification Title: Director Police HR Operations

Department	Police ▾	Grade: NP.AP
Supervision Received	Division Chief	FLSA Status: Exempt ▾
Supervisory Responsibility	Police Technician, Polygraph Examiner, Recruiting Coordinator, HR Technician	Established: Nov 29, 2024 Revision: Apr 24, 2026

CLASSIFICATION SUMMARY:

The Director Police HR Operations position is responsible for overseeing and directing various aspects of the Human Resources division of the Chattanooga Police Department. The position involves strategic planning, employee relations, recruitment, performance management, and ensuring legal compliance in employment practices. The Dir. Police HR Operations will be responsible for aligning agency objectives with employees and management in designated division units. The position serves as a consultant to management on human resource-related issues. The role assesses and anticipates HR-related needs. Communicating needs proactively with our HR department and stakeholder department management, the Dir. Police HR Operations seeks to develop integrated solutions. The position formulates partnerships across the HR function to deliver value-added service to management and employees that reflects the organization's objectives of the organization. The Dir. Police HR Operations maintains an effective level of knowledge about the department's strategic goals, its midrange plans, its culture, and external influences affecting achievement of agency goals.

SERIES LEVEL: The Director Police HR Operations is a stand-alone position.

*** This is an Appointed 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.)*

Supervises and directs lower-level staff, including: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and hiring, termination, and disciplinary recommendations.

Directs the day-to-day activities of applicable HR duties, which include planning, coordinating, administering, and evaluating programs, projects, processes, procedures, systems, and standards; ensuring compliance with federal, state, and local laws, regulations, codes, and/or standards.

Directs and oversees the preparation and processing of Human Resources data, records, documents, files, logs, status/assignment changes, and/or other related information to ensure accuracy and implementation.

Monitor and document the assignment of personnel to various divisions and roles, ensuring that the allocation chart accurately reflects current staffing distributions. This includes changes due to new assignments, reassignments, promotions, separations, or shift changes.

Conducts weekly meetings with respective departments/divisions.

Consults with multiple contacts within the Chattanooga Police Department, including line management, providing HR guidance when appropriate.

Analyzes trends and metrics in partnership with the HR group to develop solutions, programs, and policies.

Works closely with management and employees to improve work relationships and increase productivity and retention.

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

Directs and resolves complex employee relations issues. When involved in conducting investigations, ensures that they are effective, thorough, and objective, completing reports per established protocol, representing the City in mediations, arbitrations, or court hearings.

Provides guidance to remediate issues; responds to complaints and questions related to departmental operations; conducts related research, initiates problem resolutions, while identifying and communicating training needs to provide a strong employer-employee relationship framework and environment.

Works closely with and advises managers, supervisors, and employees on employee relations matters and execution of HR programs, policies, and procedures to enhance the work environment, minimize risk, and achieve business results.

Serving as a subject matter expert and HR contact, providing HR policy guidance and interpretation, consulting regarding employee concerns, complaints, and grievances, and assisting in responding to in-depth or complicated employee relations matters.

Facilitates efforts at alternative dispute resolution; manages the Collaborative Mediation process; mediates discussions between supervisors and co-workers. Serves on the Grievance Review Committee; coordinates Grievance hearings and maintains pertinent documents.

Enters and retrieves a variety of information into and from databases, correspondence, and collateral materials related to the employment of new hires and the maintenance of employees and their records in assigned departments.

Performs a full range of employment activities, including posting positions, screening, and analyzing candidates, determining salary offers, presenting salary offers, negotiating counter offers, scheduling physicals, requesting background checks, preparing and maintaining new hire documents, onboarding, and maintaining test records.

Interfaces with assigned departments and oversees the administration of various HR initiatives, ensuring integrity and maintaining related documentation and records.

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

planning, interfacing with HR Compensation as required.

Serves as a consultant to management in all areas of classification and compensation by providing guidance on City policies, as well as Federal, State, and local wage and hour regulations.

Reviews, approves, and enters personnel transaction requests for compensation-related issues, such as for TSAs, new hires, promotions, and demotions.

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):

None

MINIMUM QUALIFICATIONS:

Bachelor's degree in Human Resources Management, Business Administration, or Public Administration with two (2) or more years of Human Resources experience, including the resolution of complex employee relations issues; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

Valid Driver's License

SHRM Certified Professional (SHRM-CP) or SHRM Senior Certified Professional (SHRM-SCP) credential preferred.

KNOWLEDGE AND SKILLS:

Maintains in-depth knowledge of human resources principles and practices as well as the Employment Information Guide (EIG); compensation principles and policies; recruitment principles and practices; applicable federal, state and local laws, ordinances, codes, rules, regulations, and procedures; interviewing techniques; applicable HRIS software; applicant tracking systems; mathematical concepts; research methods and customer service principles legal requirements related to day-to-day management of employees, reducing legal risks, and ensuring regulatory compliance.

PHYSICAL DEMANDS:

Positions in this class typically require fingering, grasping, 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: NO ▾ Child Sensitive: NO ▾ Dept of Transportation (CDL): NO ▾

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.

Revision History: N/A