



## Classification Specification Title: Manager HRMS

<b>Department</b>	<b>Human Resources</b>	<b>Grade: GS.13</b>
<b>Supervision Received</b>	<b>Director HRMS &amp; Employment Services</b>	<b>FLSA Status: Exempt</b>
<b>Supervisory Responsibility</b>	<b>Human Resources Analyst</b>	<b>Established: Jan 30, 2020</b>
		<b>Revision: Apr 14, 2026</b>

### CLASSIFICATION SUMMARY:

The Manager HR Management Services provides tactical leadership and management of core HR support functions, driving consistency, efficiency, and service excellence across the department. Areas of oversight include ensuring data integrity, employee records, audits and corrections, and HR departmental support functions in the areas of benefits, fiscal and contract management, compensation, Oracle HCM support, reporting, and process improvement. The Manager HR Management Services supports the Director of HR Management Services in the implementation of department-wide initiatives and ensures alignment with division and organizational priorities.

**SERIES LEVEL:** The Manager HR Management Services 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.)*

Works under the direct supervision of the Director HRMS & Employment Services in the research, development, implementation, and maintenance of all information systems supporting human resources services.

Monitors the effectiveness of HR information systems to receive, review, and resolve requests or complaints regarding system/data errors or deficiencies.

Provide day-to-day leadership and supervision of assigned staff supporting HRMS functions.

Prioritizes and assigns work, conducts performance evaluations, ensures appropriate training, ensures staff follow policies and procedures, maintains a healthy and safe working environment, and makes hiring, termination, and disciplinary recommendations.

Assess, design, and implement scalable and standardized operational processes that ensure consistency and mitigate risk across all HR functions.

Oversee data integrity and reporting related to key HR metrics, develop dashboards and reports to guide decision-making.

Utilize HR technologies, including Oracle and Google Drive, to manage data, streamline processes, and support operational excellence.

Evaluate and manage HR technology platforms and digital tools to streamline workflows, improve user experience, and ensure data accuracy.

Assist the Director HR Management Services in routinely updating HR Management Services SOPs and ensure alignment with best practices, including regular process audits and updates on a recurring basis

Assist the Director HR Management Services by leading and managing operational projects, including policy rollouts, system upgrades, audits, and strategic initiatives.

Serve as the operational liaison to department leadership, ensuring timely communication, issue resolution, and the execution of key priorities.

May oversee the evaluation, development, and/or revision of job descriptions as needed; recommends classifications, pay grades, and FLSA overtime exemption status; and calculates related costs.

Work with assigned staff in preparation and processing of a variety of compensation-related data, records, documents, files, logs, calculations, changes, and status changes, and/or other related information to ensure accuracy.

Monitors federal and state regulatory changes, reports to HR Leadership on the possible impact on City employees' compensation, and ensures compliance with all regulatory reporting.

Collaborate with HR leadership to identify and close process gaps, recommend improvements, update policies, and support long-term strategic planning.

Acts as the primary support to the Director HR Management Services by supporting HR Analysts and overall division operations.

Stay current on trends and regulatory updates impacting public sector HR Management Services, ensuring compliance and operational readiness.

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, Public Administration, or other related field of study with at least four (4) years of experience in human resources; or any combination of equivalent experience and education.

## **LICENSING AND CERTIFICATIONS:**

Valid Driver's License

## **KNOWLEDGE AND SKILLS:**

Knowledge of human resource management principles and practices; recruitment principles and practices; applicable Federal, State, and Local laws, ordinances, codes, rules, regulations, policies, and procedures; interviewing techniques; applicant tracking systems; and customer service principles. 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 web browsers; good knowledge of the functions and services of the department; strong analytical and diagnostic skills. Working knowledge of multiple human resource functions, including compensation practices, employee relations, performance management, diversity, and applicable federal and state employment laws. Ability to coordinate and support HR activities while ensuring compliance with organizational policies and regulations.

Skill in facilitating and coordinating recruitment/promotional activities; conducting interviews; interpreting and applying applicable laws, ordinances, codes, rules, regulations, policies, and procedures; preparing written reports and business correspondence; using computers and related software applications; maintaining confidentiality; and communication and interpersonal skills as applied to interaction with coworkers, supervisors, applicants and the general public sufficient to exchange or convey information and to receive work direction. Strong communication and interpersonal skills, with the ability to provide guidance and consultation to employees and supervisors.

Ability to support the development of HR team members through coaching, feedback, and day-to-day guidance. Must possess the ability to build and maintain collaborative, effective relationships with individuals at all levels. 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 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: 9/25/25*