

CITY OF CHATTANOOGA

Classification Specification Title: Manager HR Operations

Department: Human Resources

Pay Grade: GS.13

Supervision Received From: Dir. HR Operations

FLSA Status: Exempt

Supervisory Responsibility For: Recruiting Coordinators

Established: 1/30/2020

**Revision Dates: 8/21/2025
4/16/25; 10/20/23**

CLASSIFICATION SUMMARY:

The Manager HR Operations provides tactical leadership and management of core HR operational functions, driving consistency, efficiency, and service excellence across the department. Areas of oversight include: talent acquisition, onboarding, compliance, reporting, policy and process improvement. The Manager HR Operations supports the Director of HR Operations in the implementation of department-wide initiatives and ensures alignment with division and organizational priorities.

SERIES LEVEL: The Manager HR Operations 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 day-to-day leadership and supervision of assigned staff supporting operational areas such as recruitment, onboarding, compliance tracking, HR systems, and performance reporting.

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.

Lead full life-cycle talent acquisition strategies, including executive and hard-to-fill roles, while ensuring alignment with City hiring policies and best practices.

Oversee data integrity and reporting related to key HR metrics (e.g., time-to-fill, turnover, case tracking, etc.); 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 Operations to routinely update HR Operations SOPs and ensure alignment with best practices including regular process audits and updates on a recurring basis

Assist the Director HR Operations 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.

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 Operations by supporting HR Business Partners and overall division operations.

Develop and maintain training tools, interview resources, and operational guidance documents to build internal consistency.

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

Continually identifies and implements new sourcing strategies such as social media, job boards, and professional association for the attraction and engagement of candidates for current and anticipated openings.

Determines the most cost effective sourcing of high volumes of qualified candidates using internal and external resources and tools such as resume databases, advertisements, internet-based recruitment sources, professional networks, employee referral programs, or job fairs.

Must meet regular attendance requirements.

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

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, Business Administration or related field, and three (3) years of progressively responsible experience in recruitment or talent acquisition, employee development, employment law, employee relations, and one (1) plus year of supervisory

experience or acting in a lead capacity; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

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

SUPPLEMENTAL INFORMATION:

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.

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.

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.

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. Must possess the ability to build and maintain collaborative, effective relationships with individuals at all levels.

PHYSICAL DEMANDS:

Positions in this class typically require: reaching, fingering, grasping, feeling, 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.