HUMAN RESOURCES ADMINISTRATOR
TOWN OF WENDELL, NORTH CAROLINA

General Statement of Duties

To perform professional and administrative work in managing the human resources systems for the Town.

Distinguishing Features of the Class

An employee in this class plans, organizes, develops, and implements a variety of human resources programs designed to help the Town achieve its mission and vision. Work includes developing policies and programs, facilitating the identification and removal of barriers to productivity in the organization, and planning for the implementation of personnel practices with management and employees. Functions include compensation, employee relations, training and development, recruitment and selection, benefits, performance evaluation programs, safety and risk management, and personnel data base management. Work requires an understanding of organizational development, human behavior, the laws and regulations affecting the human resources management field, considerable judgment and initiative in the development of programs and policy interpretation and application, and sound judgment in decision making and problem solving and in maintaining confidentiality regarding personnel actions. Work is performed under the general supervision of the Town Manager and is evaluated on the basis of attainment of specific performance objectives, personal observation, feedback from department directors and employees.

Illustrative Examples of Work

- Develops, plans and implements goals and objectives, policies and priorities of the human resources programs designed to help the Town achieve its mission.
- Develops and implements a wide variety of personnel systems designed to hire, train, motivate and retain employees; works with management, department directors, supervisors, and employees in identifying and addressing conflict, communications barriers, or other problems that negatively impact morale and productivity; facilitates conflict resolution and problem-solving regarding issues that distract management and/or employees from a high level of motivation and productivity; assists with determining appropriate disciplinary and grievance responses.
- Participates as part of the Town's management team; develops and recommends personnel programs and policies; advises the Town Manager on personnel related issues; confers with department heads on policy issues and interpretation; advises employees on personnel policy and program matters.
- Performs the recruitment and selection programs for the Town; writes advertisements; screens applications; develops selection processes; participates in interviews when needed; coaches, supervisors and managers in effective and legal hiring practices; reviews screening methods for job-relatedness and effectiveness.
- Administers the classification and pay system; reviews requests for new positions and allocates to existing classification plan or recommends new classes within the plan structure; evaluates compensation systems for effectiveness and recommends needed changes.
- Conducts training needs assessments and provides or coordinates training for employees and

managers; provides employee orientation; coordinates team-building in various departments or in the management team.
- Serves as the Human Resources Officer as provided for in the Personnel Policy, as amended.
- Provides internal consultation on performance evaluation program, performance pay program, various incentive and recognition programs.
- Reviews, researches, and recommends various benefits programs; coordinates workers compensation programs; ensures cost effectiveness of structure and providers of benefits.
- Plans, organizes and administers safety and risk management programs.
- Makes periodic presentations to Council, managerial and employee groups.
- Performs special projects for the Town Manager.
- Performs related duties as required.

Knowledges, Skills, and Abilities

- Thorough knowledge of the theory, principles and practices of human resource management, including the functional areas cited.
- Thorough knowledge of the laws, court cases, and regulations that apply to personnel policies and practices in the public sector.
- Considerable knowledge of the trends and modern technology prevalent in the human resources fields.
- Considerable knowledge of public sector budgeting and purchasing.
- Knowledge of human motivation and behavior, systems thinking, organization development and organizational psychology.
- Some knowledge of the principles of organization and management and statistical concepts and methods.
- Skill in collaborative conflict resolution, collaboration, problem-solving and group facilitation.
- Ability to establish and maintain an effective human resource management program, and to evaluate human resources programs and provide management with recommendations including costs projections, statistical trends, program accomplishments and new programs.
- Ability to develop long term plans and goals for the human resources programs.
- Ability to analyze facts, programs, and benefits costs and make recommendations and reports in oral and written forms.
- Ability to maintain the confidentiality of personnel records and discussions.
- Ability to establish and maintain effective working relationship with other officials, department heads, employees, and the general public.
- Ability to be innovative and creative in designing new programs, proposing policy changes, and recommending motivational and organizational development to managers.

Physical Requirements

Work is generally sedentary requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects. Employee must have visual acuity to be able to prepare and analyze data and figures for accounting, perform extensive reading, operate a computer and other office equipment, determine accuracy and thoroughness of

work, observe general surroundings and activities. Vocal communication is required for expressing or exchanging ideas by means of the spoken word. Hearing is required to perceive information at normal spoken word levels. Physical activities may include crouching, reaching, standing, walking, lifting, fingering, grasping and feeling.

Working Conditions

Work is performed primarily in an atmospherically controlled environment without exposure to harmful chemicals or other workplace hazards.

Desirable Education and Experience

Graduation from a four-year college or university with a major in human resource management, public administration, business or related human service field and considerable experience of a progressively responsible nature in human resources management; or an equivalent combination of education and experience.

Special Requirements

Valid North Carolina driver's license.
Membership in SHRM recommended.
SHRM Certified Professional (SHRM-CP or SHRM-SCP) preferred.

FLSA Status: Non-Exempt

Disclaimer

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The Town of Wendell reserves the right to assign or otherwise modify the duties assigned to this classification.

November 2019