FLSA: Exempt*

Director of Human Resources and Risk Management

SUMMARY

Under administrative direction, plans, organizes, directs, and administers the Town's comprehensive Human Resources and Risk Management programs, services, and operations. Provides executive leadership and strategic direction in the areas of recruitment and selection, classification and compensation, employee relations, benefits administration, organizational development, policy development, performance management, training, workers' compensation, safety, insurance administration, claims management, regulatory compliance, and loss prevention.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Town Manager or designee. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over management, professional, technical, and clerical staff through subordinate levels of supervision.

ESSENTIAL FUNCTIONS -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Essential duties and responsibilities* ***may*** *include, but are not limited to, the following:*

- Plans, organizes, directs, and evaluates the activities, operations, services, and personnel of the Human Resources and Risk Management Department; establishes performance expectations, evaluates departmental effectiveness, and implements improvements to enhance organizational performance and customer service.
- Develops and implements strategic goals, objectives, programs, and initiatives that support the Town's mission, organizational objectives, and operational priorities.
- Serves as a strategic advisor to executive leadership on human resources, organizational development, workforce planning, employment law, risk management, and related policy matters; provides guidance on complex personnel and organizational issues while ensuring compliance with applicable Town policies and federal, state, and local laws and regulations.
- Directs the administration of comprehensive human resources programs, including recruitment and selection, classification and compensation, employee relations, benefits administration, performance management, training, and policy development.
- Oversees the Town's Risk Management programs, including workers' compensation, workplace safety, insurance administration, claims management, loss prevention, and regulatory compliance.

- Coordinates Human Resources and Risk Management activities with Town departments, governmental agencies, consultants, and professional organizations to promote collaboration and organizational effectiveness.
- Develops and administers the department budget; monitors expenditures; evaluates operational effectiveness; and recommends improvements to programs, services, staffing, and resource allocation.
- Represents the Town in meetings and negotiations with governmental agencies, legal counsel, insurance providers, consultants, professional organizations, and other public and private entities.
- Establishes and maintains collaborative relationships with Town leadership, employees, elected officials, regulatory agencies, and community stakeholders to support organizational effectiveness and exceptional public service.
- Monitors changes in legislation, regulations, industry trends, and best practices affecting human resources and risk management; evaluates organizational impacts; and recommends appropriate policy and operational changes.
- Performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a department head classification that oversees, directs, and participates in all activities of the Human Resources and Risk Management Department, including workforce planning, strategic planning, policy development, and department administration. This class provides assistance and guidance to the Town Manager or Designee in a variety of administrative, coordinative, analytical, and advisory capacities. Successful performance of the work requires extensive knowledge of public sector human resources, risk management, employment law, organizational development, and municipal operations, as well as the ability to develop, implement, and evaluate programs, policies, and initiatives that support the Town's workforce and organizational objectives. Responsibilities include coordinating the activities of the department with those of other Town departments, governmental agencies, and external organizations, while managing the complex and varied functions of human resources and risk management. The incumbent is accountable for accomplishing departmental strategic and operational goals and objectives and for advancing Town priorities within established policy guidelines.

MINIMUM QUALIFICATIONS

Education, Training, and Experience Guidelines

An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:

Requires a Bachelor’s degree from an accredited college or university with major coursework in human resources management, public administration, business administration, organizational leadership, or a closely related field. Seven (7) years of progressively responsible professional experience in human resources, risk management, or a closely related field, preferably within a public agency, including at least four (4) years of management or supervisory experience with responsibility for organizational leadership, personnel administration, policy development, and strategic planning. Possession of a Master’s degree is highly desirable.

LICENSE AND CERTIFICATION REQUIREMENTS

- Valid California class C driver’s license with satisfactory driving record and automobile insurance.

Knowledge of:

- Town organization, operations, policies and procedures.
- Principles, practices, and trends of public sector human resources management, including recruitment, classification and compensation, employee relations, performance management, benefits administration, organizational development, and training.
- Principles and practices of risk management, including workers' compensation, workplace safety, insurance administration, claims management, loss prevention, and regulatory compliance.
- Applicable federal, state, and local laws, regulations, and court decisions governing employment, labor relations, workplace safety, risk management, and public agency operations.
- Principles of organizational leadership, strategic planning, policy development, and organizational effectiveness.
- Public administration principles, budgeting, fiscal management, and administrative practices.
- Principles of supervision, employee development, performance management, and organizational change.
- Methods of research, analysis, problem solving, and report preparation.
- Modern office practices, procedures, technologies, and software applications relevant to human resources and risk management.

Ability to:

- Provide strategic leadership and direction for a comprehensive Human Resources and Risk Management Department.
- Analyze complex organizational, personnel, and operational issues; evaluate alternatives; and develop effective recommendations and solutions.
- Interpret, apply, and administer federal, state, and local laws, regulations, policies, and administrative procedures.
- Develop, implement, and evaluate strategic initiatives, policies, programs, and organizational improvements.
- Establish and maintain effective working relationships with elected officials, executive leadership, employees, regulatory agencies, consultants, legal counsel, and the public.
- Communicate effectively, both orally and in writing, including preparing clear reports, recommendations, policies, and presentations.
- Lead, motivate, mentor, and evaluate staff while fostering collaboration, accountability, and professional development.
- Manage multiple priorities, exercise sound independent judgment, and make effective decisions in sensitive and complex situations.
- Negotiate, facilitate, and resolve conflicts while maintaining confidentiality, professionalism, and integrity.
- Represent the Town effectively in meetings, negotiations, and public settings.
- Use initiative in making difficult decisions.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and travel to various Town facilities and meeting locations; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification, although standing and walking between work areas and Town facilities may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer

keyboard, calculator, and other standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform assigned duties.

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. The incumbent may occasionally visit Town facilities, attend meetings, or observe workplace conditions in support of Human Resources and Risk Management activities. Employees may interact with upset employees, elected officials, department directors, and members of the public while interpreting policies, resolving conflicts, conducting investigations, or addressing sensitive and confidential matters.

**FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.*