

CAREER OPPORTUNITY



Human Resources Operations Manager | Principal Human Resources Analyst

Human Resources Department | City of San Rafael

Salary: **\$133,092 - \$161,772 Annually** DOQ/DOE



ABOUT THE CITY

The City of San Rafael is focused on enhancing our community members' quality of life through well-designed services and a positive workplace culture. San Rafael is the economic and cultural heart of Marin County, and its high quality of life is centered on its commercial districts, engaged neighborhoods, active lifestyle, and natural environment.

With a population of approximately 60,000, San Rafael is a full-service city with a City Council and City Manager form of government with 12 departments, more than 400 employees, and an annual budget in fiscal year 2025-2026 of approximately \$193 million.

The City's vision is to be a vibrant economic and cultural center reflective of its diversity!



TOGETHER

SAN RAFAEL

OUR VISION... where do we want to go
A citywide effort to improve service delivery
and make San Rafael a great place to work.

OUR MISSION... how do we get there
Bring together all City Employees to create,
implement, and celebrate innovative solutions to
organizational and community challenges.

Together San Rafael Guiding Principles:

Together in Service:

Foster teamwork by collaborating across departments and recognizing the value of diverse perspectives. Help others succeed by creating a supportive environment and always assuming positive intent in interactions.

Reimagine the Status Quo:

Challenge norms by asking “why” and testing creative ideas to innovate and improve service delivery. Remember, just because we’ve always done something one way doesn’t mean we should continue; think outside the box.

Start with Community Needs:

Cultivate trust and design services with the community in mind. Convene and co-create solutions to better understand and address the needs of those we serve.

Practice Openness:

Advocate for transparent, open communication while remaining curious and adaptable. Embrace change to enhance service delivery and drive improvement.

Find Something to Say Yes To:

Encourage a positive and solution-oriented approach by taking risks and trying new approaches to solve problems. Embrace creativity and positivity to deliver exceptional customer experiences.

Be Mindful:

Every interaction creates a meaningful story, stressing the importance of being considerate and thoughtful in actions and decisions. Serve with integrity and honor our role in responsibly managing public resources.

THE DEPARTMENT

The **Human Resources Department** provides a wide range of internal service support to the City's 12 departments and over 400 employees, strategically aligned with the City Manager's Office leadership of the City team.

The Human Resources Department is composed of a Human Resources Director, Risk Manager, Senior Human Resources Analyst, and three additional support staff positions.



THE POSITION

Essential responsibilities include but are not limited to:

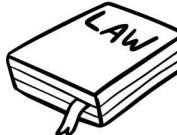
THE HUMAN RESOURCES OPERATIONS MANAGER oversees a variety of labor relations and benefits administration duties and serves on the bargaining team during union negotiations. They will work closely with the HR Director to make important decisions for the HR Department, such as organizational structure changes and staff oversight responsibilities, while also serving as a subject matter expert to fellow HR staff and department heads. They will oversee HR staff and contribute to the development of the Department's annual budget. This role focuses on supporting the HR team in union relations, meet and confer challenges, grievance responses, and contract negotiations, while supporting department managers through the employee coaching and progressive discipline process. The Human Resources Operations Manager will use a high degree of accuracy, independent judgement, and discretionary decision-making with respect to interpretation of Memorandums of Understanding (MOU), City policies and procedures, the Employer-Employee Relations Resolution and Public Employment Relations Board rulings. This position also provides oversight for employee benefits administration, and workers' compensation programs for the City.

IDEAL CANDIDATE

THE IDEAL CANDIDATE WILL BRING labor relations, contract negotiations, employee benefits, and local government experience while being results-oriented, flexible to change, and customer-service-focused. The successful candidate will enjoy the autonomy this position allows, along with the unique challenges of working with eight bargaining units. The Human Resources Operations Manager will also have the ability to analyze complex HR issues and use strategic thinking to develop sound and creative solutions. Strong interpersonal skills to establish effective working relationships with department managers, public officials, employees, and union representatives is a must! The ideal candidate will be tech-savvy, ensuring the City stays up to date on the latest technologies and recommending more effective processes and systems where there is an opportunity to do so. The City is eager to find an exemplary leader who has exceptional HR knowledge and skills who can make this position their own and champion an effective labor relations process!

Top contenders will also be skillful at analyzing and preparing a wide variety of complex legal documents, demonstrating both legal acumen and a practical approach to public sector challenges.

The Ideal Candidate will demonstrate:

	Labor Relations Expertise		Strong Work Ethic
	Analytical Skills		Commitment to Public Service
	Problem-Solving skills		Excellent Communication Skills
	Tech Savvy		Ability to Build Trusted Relationships

[To view the full job description click HERE](#)

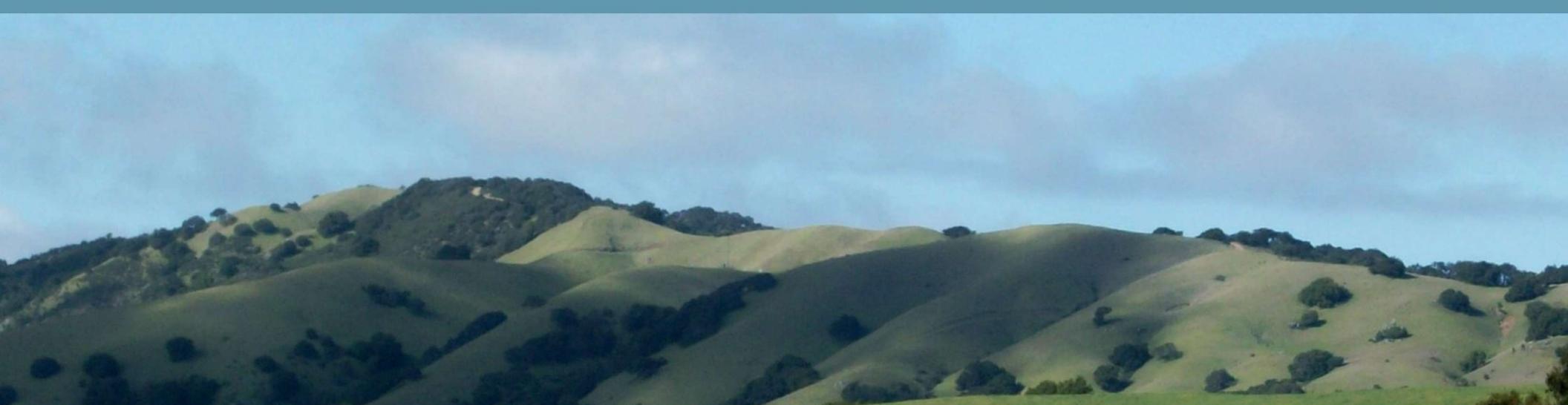
EDUCATION & EXPERIENCE

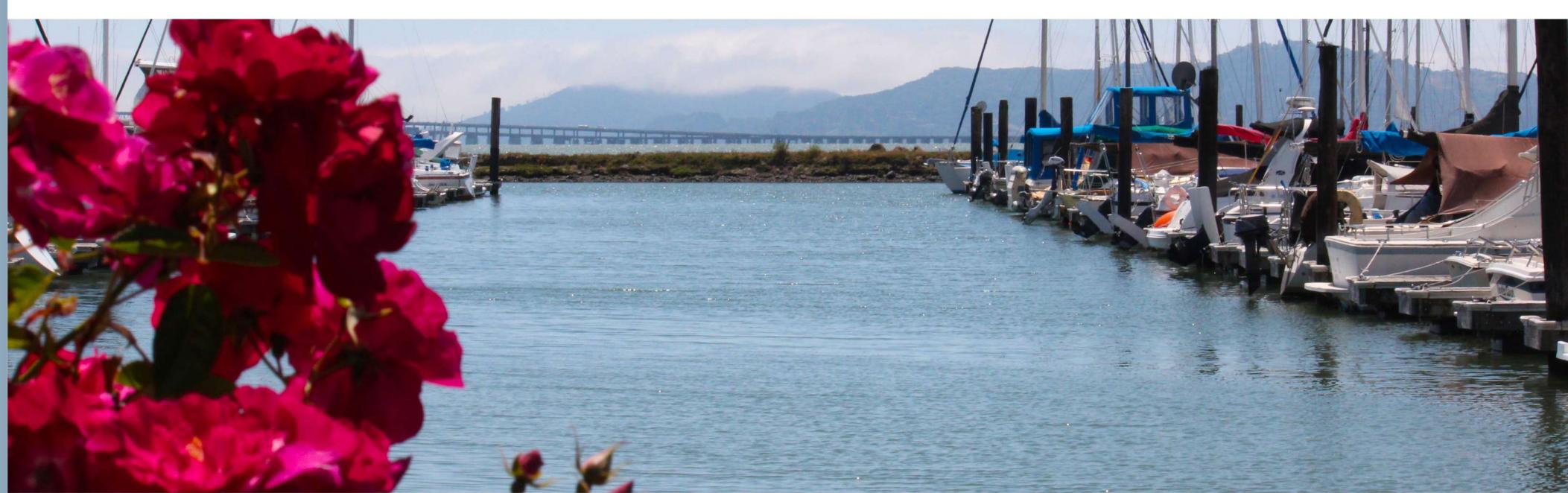
Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Human Resources Operations Manager / Principal Human Resources Analyst

This is a professional and management-level position on the City's Human Resources team.

- Bachelor's degree with major course work in business or public administration, industrial relations, human resources management, or a closely related field
- A minimum of five years progressively responsible professional Human Resources experience, preferably in a public sector environment
- A minimum of two years supervisory or managerial experience in a public agency
- Strong experience leading benefits, recruitment, employment/labor relations functional areas in a public sector environment is strongly desired
- A Master's degree in Human Resources Management, Public Administration, or similar field is desirable





COMPENSATION & BENEFITS

Salary Range: \$133,092 - \$161,772 DOQ/DOE

The **Human Resources Operations Manager / Principal Human Resources Analyst** is a regular position of the City's unrepresented mid-management employee group with a competitive benefits package including:

- **Medical:** The City contributes up to \$2,520/month toward medical insurance for employee & eligible dependents.
- **Dental & Vision:** Premium fully paid for employee & eligible dependents.
- **Vacation:** starting at 15 days, accrued semimonthly
- **Sick Leave:** 12 days, accrued semimonthly
- **Administrative Leave:** 10 days per calendar year
- **Life Insurance:** \$300,000 Life Insurance and Accidental Death & Dismemberment policy.
- **Holidays:** 12 designated holidays, plus 1 floating holiday.

[Please CLICK HERE for more information](#)

Join the City of San Rafael's dedicated team and contribute to a vibrant, thriving community. The **Human Resources Department** plays a critical role in supporting transparent, effective local government by providing expert legal guidance to the City Council, staff, and departments. Committed to public service and high ethical standards, the office helps shape sound policy, ensure compliance with the law, all while promoting good governance and community trust.



HOW TO APPLY



or



APPLY BY SUNDAY, FEBRUARY 1

Applications reviewed on a rolling basis

INTERVIEW SCHEDULE *(in person):*

WEDNESDAY, February 11 - First panel interview

THURSDAY, February 12 - Finalist interviews

Questions? Contact
rhonda.castellucci@cityofsanrafael.org

