



***Human Resources
Operations
Manager***

or

***Principal Human
Resources Analyst***

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 comprehensive internal support to the City's 12 departments and more than 400 employees, playing a key role in building a strong, effective, and engaged workforce. Working in close collaboration with the City Manager's Office, the Department helps advance organizational leadership and Citywide goals. The Human Resources team is led by a Human Resources Director and includes a Risk Manager, a Senior Human Resources Analyst, and three support staff members who work together to serve the City team.

THE POSITION

The **Human Resources Operations Manager** serves in a strategic leadership role overseeing labor relations, benefits administration, and HR operations. Working in close partnership with the Human Resources Director, this position helps guide key departmental initiatives and serves as a trusted advisor to City leadership and management. As a professional, management-level role, it is an integral part of the City's Human Resources team, contributing to organizational effectiveness and long-term success.

Key Responsibilities:

- Leads labor relations efforts, including union negotiations, meet-and-confer discussions, and grievance responses
- Supports strategic HR decision-making, staff oversight, and departmental budget development
- Serves as a subject matter expert to HR staff and department heads
- Guides managers through employee coaching and progressive discipline processes
- Exercises sound judgment in interpreting MOUs, City policies, and labor regulations
- Oversees employee benefits and workers' compensation programs



IDEAL CANDIDATE

The **IDEAL CANDIDATE** will bring experience in labor relations, contract negotiations, employee benefits, and local government, along with a results-oriented, adaptable, and customer-service-focused approach. The successful candidate will thrive in a role that offers a high level of autonomy and the unique opportunity to work with eight bargaining units.

This individual will demonstrate the ability to analyze complex HR issues and apply strategic thinking to develop sound, creative solutions. Strong interpersonal skills are essential to build effective working relationships with department managers, public officials, employees, and union representatives.

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:



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:

- Bachelor's degree in business or public administration, industrial relations, human resources management, or a closely related field
- Minimum of five years of progressively responsible professional Human Resources experience, preferably in the public sector
- At least two years of supervisory or managerial experience in a public agency
- Strong experience leading benefits, recruitment, and labor & employee relations in a public sector environment is highly desirable
- Master's degree in Human Resources Management, Public Administration, or a related field is desirable

COMPENSATION & BENEFITS

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

The **Human Resources Operations Manager & Principal Human Resources Analyst** are regular positions 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.

[Click HERE for more information](#)



Join the City of San Rafael as Human Resources Operations Manager

Take the lead in labor relations, benefits administration, and HR operations for the City. Guide HR policies, support department managers, and help shape a positive workplace culture while making a meaningful impact on the organization and community.



HOW TO APPLY



or



APPLY BY SUNDAY, FEBRUARY 1

INTERVIEW SCHEDULE (in person):

Wednesday, February 11 - First panel interview

Thursday, February 12 - Finalist interviews

Questions? Contact

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