

CITY OF MILLBRAE
CLASSIFICATION SPECIFICATION

HUMAN RESOURCES MANAGER
August 2025

DEFINITION:

Under general direction, plans, organizes, manages, and provides oversight for all functions and activities of the Human Resources Division of the Administration Department, including human resources administration and employee relations; manages comprehensive human resources programs and activities of the City, which include recruitment and selection, employee benefits administration, job analysis and classification, compensation, labor relations, employee training and development, and general human resources administration; coordinates assigned activities with other City departments, officials, outside agencies, and the public; fosters cooperative working relationships among City departments and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to the City Manager in areas of expertise; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating the day-to-day operations and activities of the Human Resources Division of the Administration Department. Responsibilities include developing and implementing policies and procedures for assigned programs, budget administration and reporting, and program evaluation. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

SUPERVISION EXERCISED AND RECEIVED

Receives general direction from the City Manager or designee. Exercises direct and general supervision over professional, technical, and administrative support staff.

DUTIES AND RESPONSIBILITIES

The duties listed below are illustrative only and are not meant to be a full and exhaustive listing of all the duties and responsibilities of the position. Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodation so that qualified employees can perform the essential functions of the job.

- Assumes management responsibility for all Human Resources Division programs, services, and activities, including recruitment and selection, employee benefits administration, job analysis and classification, compensation, employee and labor relations, labor negotiations, employee training and development, and general human resources administration.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the division; establishes, within City policy, appropriate budget, service, and staffing levels.

- Manages and participates in the development and administration of the division's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments, as necessary.
- Selects, trains, motivates, and directs division personnel; evaluates and reviews work for acceptability and conformance with division standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the division's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and City needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- May act as chief negotiator and directs staff in negotiations during meet-and-confer sessions with various employee organizations; develops bargaining strategies; communicates with and suggests direction to the City Manager, Department Head team, and City Council during the meet and confer process; administers the provisions of existing employee agreements; represents the City in matters of concern to unions and associations representing City employees.
- Provides assistance to management, supervisors, and staff in the interpretation of human resources laws, policies and procedures, and Memoranda of Understanding (MOU) provisions; advises staff on the handling of employee grievances.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine City needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Represents the division to other City departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts a variety of departmental, organizational, and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Participates in and makes presentations to the City Council and a variety of boards and commissions.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of human resources and other services as they relate to the area of assignment.
- Maintains and directs the maintenance of working and official division files.

- Monitors changes in laws, regulations, and technology that may affect City or divisional operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the City Manager or designee.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other related duties as assigned.

JOB-RELATED QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Public agency budget development, contract administration, and City-wide administrative practices to the functions of the assigned area.
- Principles, practices, and techniques of human resources administration in a municipal setting, including recruitment, selection, equal employment opportunity, and employee orientation; job analysis and classification; compensation and benefit analysis and administration; and employee and labor relations, including the interpretation of laws, regulations, policies, and procedures.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Technical, legal, financial, and public relations issues associated with the management of human resources programs and activities in a municipal setting.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Principles and procedures of record-keeping, technical report writing, and preparation of correspondence and presentations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.

- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Provide administrative and professional leadership and direction for the division and the City.
- Prepare and administer complex budgets; allocate limited resources in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer a variety of human resources programs and administrative activities.
- Conduct effective negotiations and effectively represent the City and the division in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the division and the City in meetings with individuals; governmental agencies; community groups; various business, professional, and regulatory organizations.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

EDUCATION AND TRAINING GUIDELINES

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education: Equivalent to bachelor's degree in human resources management, public or business administration, or a related field. A master's degree in human resources, public administration, or related field is desirable.

Experience: Seven (7) years of increasingly responsible professional human resources experience, including employee and labor relations, of which at least three (3) years included supervisory or management responsibility. Experience in a public agency and a unionized environment is highly desirable.

Licenses: Possession of, or the ability to obtain, a valid Class C California driver's license upon appointment. PHR and SPHR certifications are highly desirable.

SPECIAL REQUIREMENTS

Speak clearly and understandably; ability to work in a standard office environment and use computer software applicable to the job; physical stamina and mental alertness to work additional hours to meet deadlines; hear and speak well enough to converse by telephone and in person and be clearly understood.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. In the process of interpreting and enforcing departmental policies and procedures, employees may interact with internal and external individuals who feel aggrieved.