



POSITION DESCRIPTION AND QUALIFICATIONS

Human Resources Manager

Grade: TBD

Reports to: General Manager

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GENERAL STATEMENT OF CLASS

Human Resources (HR) professional with broad knowledge and experience in all aspects of HR. Demonstrated ability in developing and managing HR programs in multiple areas including but not limited to training and development, performance management, employee relations, labor relations and contract administration, compensation administration, staffing, recruitment, onboarding and retention. Able to ensure compliance with federal, state, and regulatory agencies. Work is performed confidentially and within time constraints.

The HR Manager will provide coaching and mentoring to managers, supervisors and employees. Provides technical expertise on HR issues and initiatives that are strategic, procedural, and administrative.

The HR Manager is responsible for human resources related recordkeeping, data management and statistics. The HR Manager is a member of the Medford Water Commission (MWC) Management Team, which plans, monitors, and calibrates the overall direction and operations of the Water Utility with the General Manager and the MWC Board of Commissioners.

ESSENTIAL DUTIES *(Duties may include, but are not limited to the following)*

Responsible for recruitment, selection, onboarding and retention, training and development, compensation administration, benefits administration, labor relations and contract administration, employee relations and workers compensation.

Advise, coach and mentor managers, supervisors and employees regarding all matters associated with workforce management, contract interpretation, employment and human resources policies, procedures and practices.

Provides strategic and technical expertise to support and enhance organizational decision-making related to, recruitment, selection, onboarding, compensation administration, benefit administration, performance management, discipline and discharge as well as other human resources matters. Coach and mentor managers and supervisors to interact with staff in sensitive or complex situations.

Assist in conflict resolution; investigate complaints and recommend action plans. Facilitate discussion and problem solving when appropriate.

Research and analyze human resource trends and best practices ensuring MWC practices, policies and procures align with applicable laws and regulations.

Develop and implement policies, procedures and practices that support best practices.

Continuously monitor and evaluate the effectiveness of HR practices and implement changes when necessary in a timely manner.

Prepare reports, documents, payroll records, statistical surveys and other data as required.

Foster and support a culture of collaboration and inclusiveness.



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Additional Examples of Duties:

- Maintains employee personnel, medical and benefit files.
- Participate in contract negotiations process, grievance process and union interactions and communications.
- Responsible for recruitment, selection, onboarding and retention.
- Conducts new employee onboarding.
- Responsible for performance management and plans for improvement, when appropriate.
- Responsible for FMLA/OFLA administration.
- Conducts exit interviews and recommends corrective actions as appropriate.
- Collaborate with Payroll/Finance to ensure accurate leave of absence reporting, FMLA/OFLA reporting, time off, status changes, pay changes, benefit deductions, workers compensation, disability, new hires and terminations.
- Coordinates and monitors disability benefits, COBRA, and retiree benefits.
- Member of MWC Wellness Team and Safety Committee.
- Responds to requests for information from employees and/or the general public about HR policies, procedures, programs, job opportunities, and/or other related information.
- Conducts compensation surveys with appropriate comparable labor markets.
- Coordinates staffing, recruitment and selection.
- Serves as liaison with outside government and private agencies including IRS, Oregon Department of Revenue, benefit vendors and brokers, government agencies and regulators.
- Coordinates PERS eligibility and contribution.
- Coordinates workers compensation program including processing claims, light duty and OSHA log and other reporting and analysis.
- Maintains current job descriptions for all MWC positions.
- Coordinates ADA requests including evaluation and accommodation recommendation.
- Coordinates Employee Assistance Program.
- Responsible for budget and sound fiscal management of HR.
- Attends meetings and participates on committees as requested.
- Other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

Broad knowledge of HR best practices and industry trends related to employment, compensation, benefits, employee relations and negotiations.



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Knowledge of laws, regulations and standards governing all aspects of HR.

Effective communication skills including, verbal, written, group facilitation and conflict resolution. Ability to navigate complex, sensitive and highly confidential matters.

Demonstrates high professional standards for customer service and work quality and quantity.

Demonstrated ability to build effective relationships with employees, the public and other organizations.

Ability to work effectively in stressful, intense situations requiring sound analysis and decision making.

Demonstrated advanced problem-solving, critical thinking and analytical skills.

Ability to work independently while keeping others informed of progress, barriers and unanticipated challenges.

Demonstrated skill in analysis, calculation, auditing and preparation of financial data.

Ability to read, comprehend and apply language provisions of policies, reports, contracts and other instructional data; Ability to express oneself clearly and concisely.

Ability to plan, organize and prioritize.

Ability to provide strategic direction and operational insight.

TRAINING, EXPERIENCE, AND LICENSING REQUIRED

Minimum Experience: A minimum of five years advanced-level experience in multiple Human Resources disciplines, including training and development, performance management, employee and labor relations, compensation reward design and delivery, recruitment and selection, and legal interpretation and compliance.

Education: Bachelor's degree in human resources, business administration, organizational development, or related combination of education and experience; Specific Human Resource related course work must be evident in education or past training pursuits.

Desirable education, experience, training and certifications: Masters and/or PHR/SPHR preferred. Previous experience with practices and laws governing public employers highly desired.

Equivalency: An equivalent combination of experience and training that demonstrates the required knowledge, skills, and abilities may be qualifying.

Valid Oregon Driver's License and acceptable driving record.



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PHYSICAL REQUIREMENTS

Positions in this class typically require repetitive motions, reaching, standing, walking, fingering, grasping, talking, hearing and seeing.

Light Work: Exerting up to 20 pounds of force occasionally, and/or 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.