

## City of Claremont, New Hampshire Position Description

**Position Title:** Human Resource Manager  
**Reports to:** City Manager  
**Department:** Policy  
**FLSA Status:** Exempt

**Union/Merit:** Merit  
**Grade Level-Points:** 9 – 573  
**Revised/Updated:** 03/22/2018

### Job Summary

To plan and coordinate City human resources management policies and implement administration of City personnel programs performing highly responsible, confidential work of an administrative nature on behalf of the City Manager. The City employs approximately 125 full-time, and as many as 80 part-time employees. This person will plan for and coordinate H. R. issues for all City employees under (4) union groups - Fire Department, Police Department, Public Works, and Clerical, as well as the Merit Plan which covers the non-union employees.

**Essential Job Functions** (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class)

1. Serves as key staff assistant to the City Manager, providing administrative and project support.
2. Responsible for all H.R. activities which may require assistance and cooperation from one or more departments, and may involve work of a thoughtful, sensitive, and confidential nature with members of the City Council or other appointed Board, Commission or Committee Members.
3. Work independently with limited direction from the City Manager.
4. Coordinate all HR activities, including overseeing recruitment and selection activities, administering benefits, assisting departments and the City Manager by working to resolve personnel related problems, and designing and administering a comprehensive training program to include team building skills.
5. Provide oversight of advertising employee vacancies and administering testing and/or job interviews and related selection activities in conjunction with the relevant department.
6. Provide orientation of new employees, processing of all employee benefits, exit interviews and termination of employee benefits upon retirement or departure.
7. Provide oversight of maintenance and updating of all personnel files.
8. Responsible for regularly reviewing and making recommendations for updates to the City Personnel Policy Manuals and Union Contracts.

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The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The use of an 8 hour day is to show the typical condition requirements for sitting walking and standing and should not be construed that all jobs are 8 hours.

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9. Responsible for monitoring leave usage and evaluating requests for leave by departments. In charge of administering the benefits program and for administering workers compensation claims under direction of City Manager.
10. Serves as a liaison to and from the City Manager, providing information on personnel issues to other departments, personnel, and members of the public.
11. Assists in union negotiations, may participate in those negotiations, and analyzes results as deemed appropriate by the City Manager.
12. May perform other duties as needed as assigned.

### **Peripheral Duties**

Sit on negotiation team for the City  
Participate in union grievances as required  
Conduct investigations as required for personnel and/or HR functions  
Analyze and recommend improvements to equipment and facilities, as needed.  
Participate in various committees.

### **Desired Minimum Qualifications**

#### *Education and Experience:*

Bachelor's degree from a recognized college or university with major study preferably in personnel management or business administration OR any equivalent combination of education, training and experience which provides the knowledge, skills and abilities required for the job. Each additional year of approved formal education may be substituted for one year of required formal education.

#### *Necessary Knowledge, Skills and Abilities:*

Knowledge of:

- Requires reviewing summaries and reports and making management level decisions to solve problems or to achieve work objectives as well as articulating and expressing those solutions and goals. This level also requires formal presentations of solutions and goals to employees and the general public to increase the responsiveness of the City to the demands of its citizens.
- Requires coordinating a combination of diverse job functions in order to integrate professional and technical agency goals. This level also requires considerable judgement to implement a sequence of operations or actions.
- Requires objective assessment in analyzing and developing new work methods and procedures subject to periodic review and in making decisions according to established technical, professional or administrative standards.

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- Thorough knowledge of applicable laws, ordinances, and department rules and regulations.

### Ability to:

- Train and supervise subordinate personnel.
- Work with diverse interest groups toward problem resolution or task implementation.
- Perform work requiring good physical condition.
- Provide diplomatic leadership, and to demonstrate a strong customer service orientation.
- Effectively communicate in writing and verbally.
- Establish and maintain effective working relationships with subordinates, peers and supervisors.
- Give verbal and written instructions.
- Meet the special requirements listed below.
- Make independent judgments which have critical impacts on the organization.
- Organize work and manage a very diverse work load, establishing necessary priorities to meet appropriate time schedules and commitments.
- Responsibility for achieving direct service objectives by assessing the City's needs regarding personnel and making preliminary recommendations for the development of alternative short-term program policies or procedures.
- Work independently to coordinate and oversee a wide range of administrative and policy related assignments as well as staying abreast of the latest techniques, regulations and programs related to municipal human resource management and to assist in planning strategically for effective management of City employees
- Maintain a high degree of confidentiality in all aspects and matters dealing with personnel and other issues.

### Skill in:

- Skill in analyzing and interpreting data, drafting policy and procedures; or in using equipment in order to arrive at logical conclusions or recommendations.
- Skill in the use of the tools and equipment listed below.

### **Supervision Received**

Works under the general supervision and direction of the City Manager. Performs duties with substantial self-direction and makes decisions independently, consulting with the City Manager and/or City Solicitor on an as-needed basis concerning overall human resource, administrative or policy matters. Works under the general supervision and direction of the acting or interim City Manager if such is appointed.

### **Supervision Exercised**

Provides day-to-day direction and assistance to various departments as required in the area of human resources, recruitment, screening and selection recommendations, benefits, administration, policy interpretation,

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compensation administration, safety administration, resolution of employee relations issues, employee training, and employee communication. This position is responsible for the activities of payroll as related to compensation, benefits, and other HR areas.

### **Responsibility For Public Contact**

Daily contact requiring courtesy, discretion, and sound judgment.

### **Licensing & Certification**

None Required

### **Tools & Equipment Used**

Personal computer including word processing software, accounting software, telephone, typewriter, calculator, copy machine, folder/inserters, postage machine, fax machine and other associated office equipment.

**Typical Work Surface(s):** Standard office desk and chair; tables; computer work station, wood, tile, cement and carpeted floors.

**Typical Controls & Equipment:** Calculator, computer, printers, telephone, typewriter, copy machine, fax machine, postage machine, folder/inserters, microfilm/fiche reader, computer mouse.

**Typical Work Environment:**        Inside: 95%                Outside: 5%

**Summary of Occupational Exposures:** May be exposed to cleaning fluids, copier toner, etc.

The incumbent's working conditions are typically quiet.

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## Physical Activity Requirements

### Primary Physical Requirements

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<u>LIFT up to 10 lbs.:</u>	Frequently required
<u>LIFT 11 to 25 lbs.:</u>	Occasionally required
<u>LIFT 26 to 50 lbs.:</u>	Rarely required
<u>LIFT over 50 lbs.:</u>	Not required

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<u>CARRY up to 10 lbs.:</u>	Occasionally required
<u>CARRY 11 to 25 lbs.:</u>	Occasionally required
<u>CARRY 26 to 50 lbs.:</u>	Occasionally required
<u>CARRY over 50 lbs.:</u>	Rarely required

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<u>REACH above shoulder height:</u>	Occasionally required
<u>REACH at shoulder height:</u>	Occasionally required
<u>REACH below shoulder height:</u>	Occasionally required
<u>PUSH/PULL:</u>	Occasionally required

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### Other Physical Considerations

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<u>Twisting:</u>	Occasionally required
<u>Bending:</u>	Occasionally required
<u>Crawling:</u>	Rarely required
<u>Squatting:</u>	Occasionally required
<u>Kneeling:</u>	Occasionally required
<u>Crouching:</u>	Occasionally required
<u>Climbing:</u>	Rarely required
<u>Balancing:</u>	Rarely required
<u>Grasping:</u>	Frequently required
<u>Handling:</u>	Frequently required
<u>Torquing:</u>	Occasionally required
<u>Fingering:</u>	Frequently required

### During an 8-hour Day, Employee is Typically Required To:

	<u>Consecutive Hours</u>	<u>Total Hours</u>
Sit	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Stand	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Walk	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8

### Cognitive and Sensory Requirements:

- Talking: Necessary for communicating with others.
- Hearing: Necessary for taking instructions and information.
- Sight: Necessary for performing job effectively and correctly.
- Tasting & Smelling: Not required for the performance of the functions of this position.

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