POSITION DESCRIPTION

OKANOGAN COUNTY

Job Description

TITLE: HUMAN RESOURCES and RISK MANAGER

Scope of Responsibility:

Provides professional work product in the development and delivery of human resource services in the areas of classification, recruitment and selection, compensation, benefits, EEO, employee relations, organizational development, disability accommodations, training and labor relations. Requires ability to analyze and interpret rules, regulations and policies, apply knowledge of a broad range of human resources management principles and practices. Provide support for the County by assuring compliance with state and federal labor laws and county policies. Assist employee benefits and salary classifications. Responsible for administration of Civil Service functions. Coordinate, develop, implement and manage risk management program including risk identification, and evaluation, claims management, claim loss statistics and trends, and selection of general liability and property insurance, administration of workers compensation and return-to-work programs, safety training. Perform other duties and projects as directed by Board of Commissioners. The position reports directly to the County Commissioners and is a highly confidential position.

Typical Duties:

• Provides human resource services to the employees, responds to inquiries from employees, employing officials and members of the public; assess client needs, identify and evaluate options and recommend appropriate courses of action consistent with State and Federal employment law and County policy.
• Administers and oversees the day-to-day responsibilities for personnel activities including recruitment and staffing for competitive employment and operational practices equal opportunity employment, classification studies, employee performance evaluations, employee record maintenance, disciplinary, grievance and other hearings, and layoffs and terminations.
• Prepares compensation surveys and analyses; development of wage and compensation plans; as well as employee-employer relations.
• Administers and oversees all risk management, safety and employee benefits programs, to include the County’s self-insured health, dental, Workers’ Compensation and unemployment programs.
• Coordinates the County’s fully insured employee benefit programs including health, vision, life, long-term disability, business travel accident and employee assistance programs.
• Works closely with and administers agreements with third party administrators and insurance brokers.
• Oversees and monitors countywide safety program, provides related training and ensures compliance with applicable State and Federal regulations (OSHA, WISHA, Labor and Industries, etc.).
• Supervises, motivates, and provides direction and guidance to assigned staff; evaluates and reviews work performance for acceptability and conformance with department standards, goals and/or County competencies; works with employees to correct deficiencies; plans, coordinates and arranges for appropriate training of subordinates; documents corrective action and applies County policy, as needed; participates in the interview and selection process of new employees; recommends merit increases, reassignment and promotions according to established guidelines.

• Operates a variety of modern office equipment to include, but not limited to, printers, copiers, calculators, multi-line phone systems, scanners and fax machines, or other specialized equipment, and personal computers in a windows based computing environment using standard or customized software application programs appropriate to assigned activities.

• Performs other duties as assigned.

• Notify County management regarding applicable human resource laws, rules, policies, program requirements and options.

• Assists the County Commissioners in developing and implementing recruiting strategies, job analysis, classification, employee and labor relations, compensation, benefits and related personnel issues.

• Assist County Commissioners in resolving complaints, appeals and requests for review.

• Monitor changes to employee records (including Public Works) through a monthly Payroll-Employee audit report.

• Compose correspondence and prepare reports; maintain records and statistics; analyze and compile data and information, review policy and procedures.

• Identify and recommend training topics and resources; develop and/or assist in development and presentation of training in areas of functional responsibility.

• Assist County Commissioners in the development and implementation of revisions to human resource services.

• Prepares documents, including resolutions, ordinances and contracts as direct by the Board of Commissioners.

• Administer and monitor the functions of the Civil Service Chief Examiner/Secretary in accordance with RCW 41.14 and the Civil Service Rules.

• Maintain a master file (Human Resources Information System) of all County personnel records. Assure confidentiality of materials in accordance with administrative policies and procedures and the law.

• Coordinate employee health care benefits, monitor new developments and legislation in the areas of personnel, labor relations, risk management and employee benefits.

• Research, draft and recommend policies and procedures for Human Resources, Civil Service, Safety and Workers’ Compensation programs.

• Manages and contracts for employee benefits, including health insurance, life and long term disability plans, dental plans, and VEBA plans.

• Maintains positive working relationships with County elected officials, department heads, state and local officials, and general public in order to assure that the functions of the Board of Commissioners are performed in a manner consistent with sound public relations.

EDUCATION & EXPERIENCE REQUIREMENTS:

• Bachelor’s degree in business administration, public administration, human resources management or closely related field;

• Three(3) years of increasingly responsible human resources experience, including experience in a senior management capacity.
• Or an equivalent combination of education and experience that would provide the necessary knowledge, skills and abilities to successfully perform the essential functions of the job.

Qualifications:

Required:
• Bachelor's degree in related field and/or Human Resource Certificate.
• Risk Management experience, training and/or Certificate.
• Three years of increasingly responsible professional human resources experience.

Preferred:
• Master's Degree in Human Resource Management.

ESSENTIAL FUNCTIONS

Knowledge, Skills, and Abilities:

• Knowledge and experience of the principles and practices of human resource administration and management.
• Ability to communicate effectively both orally and in writing with employees and public.
• Knowledge of grammatical composition and spelling.
• Ability to conduct research, gather information and prepare clear, concise reports and correspondence.
• Ability to utilize word-processing, spreadsheet and database programs.
• Ability to use tact, discretion and sound judgment and to work with sensitive and confidential information. Individuals in this position are classified as confidential employee. Any breach of these terms and conditions of employment may result in immediate discipline, up to and including termination.
• Maintain confidentiality of personnel records and communications with County Commissioners on confidential matters such as personnel decisions and labor relations matters.
• Appear for scheduled work 8-5, lunch 12-1, with regular, reliable and punctual attendance.
  • Applicable Federal, State, and local laws, rules, codes and regulations related to assigned activities, including those laws/regulations governing employment practices, benefit administration, and safety and self-insurance programs.
  • Administrative principles and practices, including program development, implementation, and evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.
  • Principles and practices of budget development and administration.
  • Modern office practices, methods, procedures and equipment.
  • Record-keeping principles, procedures, and techniques.
  • Correct English usage, grammar, spelling, punctuation and vocabulary.
  • Public speaking techniques.

Time Management – Effectively plan and organize work and complete tasks within prescribed timeframes.

Skills and Abilities to:
• Ability to read, understand and apply applicable Federal, State, and local laws, rules, codes and regulations related to assigned activities, including those laws/regulations governing employment practices, benefit administration, and safety and self-insurance programs.
• Learn, read, interpret, and apply and explain rules, regulations, policies and procedures.
• Train, supervise and evaluate assigned staff.
• Maintain credibility with Human Resources staff, employees, supervisor’s management and Commissioners.
• Work positively with others.
• Use sound judgment in decision making and problem solving.
• Develop, implement and administer technical systems, processes and procedures.
• Communicate effectively both orally and in writing, comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
• Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities and meet critical time deadlines.
• Operate modern office equipment including personal computer equipment using standard or customized software application programs appropriate to assigned tasks.
• 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.

LICENSES, CERTIFICATIONS & OTHER REQUIREMENTS:
• Valid Washington State driver's license upon hire date.

COMPETENCIES:

Executive
• Develop Effective Intra- and Inter-Departmental Relationships: Works collaboratively with partners within the County and outside of the County to accomplish the best possible outcomes for all parties.
• Manage Resources Effectively: Makes efficient use of time, money, people, and other resources to accomplish the organization’s goals. Provides direction, guidance, and expectations for resource allocation to ensure service is balanced with fiscal responsibility.

Managerial
• Develop Effective Intra- and Inter-Departmental Relationships: Works collaboratively with partners within the County and outside of the County to accomplish the best possible outcomes for all parties.
• Manage Resources Effectively: Effectively applies the organization’s assets. Makes efficient use of time, money, people, and other resources to accomplish the organization’s goals. Provides direction, guidance, and expectations for resource allocation to ensure service is balanced with fiscal responsibility.
• Think and Plan Strategically: Champions new ideas and initiatives and creates an environment that supports continuous improvement.
Supervisory

- Foster Teamwork: Builds effective teams committed to organizational goals. Fosters collaboration among team members and among teams.
- Prioritize Work and Commitments: Develops short- and long-range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Focuses on the most important tasks first and directs others to focus on those tasks.
- Manage Employee Performance: Guides employees to achieve the highest levels of performance. Sets clear and compelling expectations for performance. Provides frequent and specific feedback to help employees meet or exceed expectations. Maintains effective records related to employee performance. Delivers specific, timely, and meaningful performance reviews.

Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

WORKING CONDITIONS
The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Environment:

- The work is generally performed within an office environment.
- Will require occasional trips for business purposes, which may include inclement weather conditions.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies/procedures.
Physical Demands:
- Generally sedentary in nature, but may require standing and walking, and the ability to intermittently kneel down, stoop, bend at the waist, twist at the waist and reach, or sit for long periods of time.
- Must be able to read, write, and communicate clearly.
- Ability to lift up to 20 lbs. on occasion (boxes, paper, office supplies, etc.).
- Ability to operate standard office equipment (copier, fax, printers, multi-line phone systems).
- Ability to hear and speak to communicate in person, before groups, and over the telephone.
- Manual dexterity of hands and fingers to include repetitive keyboarding, grasping, and reaching to operate a computer keyboard, mouse and/or standard office equipment.
- Requires the ability to operate a passenger vehicle, to work alone or without direct supervision.

Acknowledgements:
The statements contained herein reflect the general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. 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. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

THIS POSITION DESCRIPTION DOES NOT CONSTITUTE A CONTRACT FOR EMPLOYMENT.