

**TOWN OF LEDYARD
DIRECTOR OF HUMAN RESOURCES**

NATURE OF WORK:

Provides support to the Mayor and the Town Council as a senior staff resource on issues of personnel administration, labor relations, collective bargaining, conflict resolution, compensation, benefits and job analysis. The position has oversight responsibility for strict adherence to all state and federal regulations concerning human resource management. The individual helps establish, and is responsible for implementing, policies for all of the Town's personnel and labor efforts; and administers programs for employee relations, personnel policy, labor negotiations and other matters.

SUPERVISION RECEIVED:

Under the administrative direction of the Mayor, this individual administers programs of employee relations, personnel policy, labor negotiations and other matters as directed by the Mayor.

SUPERVISION EXERCISED:

The individual supervises staff assigned to personnel and payroll functions for the Town.

ESSENTIAL JOB FUNCTIONS:

The following are illustrative of the duties and responsibilities associated with the position, but are not intended to be all-inclusive.

- Provides exemplary support to all employees by demonstrating a willingness to be attentive, understanding, responsive, fair, courteous and respectful, and to actively participate in maintaining a positive customer service environment in all town departments.
- Provides advice to staff and departmental representatives in the interpretation of contracts, rules, and policies governing Human Resources programs, and works with various committees on same.
- Administers the Town's employment function including recruitment, testing, certification, job description review and submission, and selection of employees, and the extension of offer letters for employment purposes.
- Manages the Town's classification, compensation and performance evaluation programs and coordinates payroll activities; recommends classification and/or salary allocations for new or existing positions. Administers personnel functions including training and management development, affirmative action and benefits administration.

- Manages and evaluates the Town's employee health, dental, life insurance and benefit programs, including retirement, employee assistance and wellness programs, and deferred compensation plans. *Where necessary, work in conjunction with outside consultants or legal counsel for support in these areas.*
- Assesses the Town's training needs on a continuing basis and facilitates employee development through the coordination of employee, supervisory, and management training programs.
- Analyzes and interprets human resources laws, regulations, and legislation, and oversees the Town's efforts to comply with equal opportunity employment statutes; acts as the Town's representative to federal and state regulatory agencies.
- Supervises or conducts fact-finding and complaint investigations; prepares report of findings, makes recommendations, and assists department with resulting personnel actions.
- Represents the Town as the lead member of the labor contract negotiations team; administers the provisions of collective bargaining agreements.
- Provides written and verbal reports regarding disposition of negotiations and makes recommendations to the Mayor and Town Council as appropriate in open and closed meeting sessions; drafts Memoranda of Understanding, and other labor agreements.
- Researches and interprets labor contract provisions on behalf of Town management and employees; prepares and updates employee policies, ordinances, and resolutions to conform with statutes and address concerns.
- Advises and assists parties in resolving employee issues through fact-finding and mediation processes; resolves formal grievances through arbitration procedures.
- Works with Town management to identify employee relations issues that require resolution or clarification; interprets laws and regulations, and seeks legal opinions in order to formulate recommendations for the Mayor and Town Council as appropriate.
- Equal Employment Opportunity Officer updates and communicates non-discrimination and equal employment opportunity plans and reports. Administrator Family Medical Leave Act, COBRA, and Workmen's Comp.
- Investigates complaints and reviews workplace actions for conformance with non-discrimination standards; recommends appropriate actions.
- Researches, analyzes, and prepares reports on major employment-related projects; coordinates and conducts compensation and benefit studies, and prepares cost-impact assessments related to potential changes in practices.
- Receives questions from department heads and employees (but not questions that should be appropriately addressed with their direct supervisor or union representative) and takes action needed to provide answers.
- Examines labor trends and other external issues and evaluates Town requirements which will affect human resource planning for long term staffing needs.
- Develops programs for salaried and hourly personnel to assure their continued growth and increase contribution and effectiveness through team building and other interpersonal improvement programs.

- Plans for and supervises professional and clerical staff responsible for day-to-day Human Resources and payroll processes.
- Performs related work as required.

QUALIFICATIONS PROFILE:

Knowledge, Skills & Ability:

Knowledge:

- Thorough knowledge of federal employment laws and Connecticut State Statutes and regulations, including but not limited to:
 - Fair Employment and Housing Act, Family and Medical Leave Act.
 - Fair Labor Standards Act, deferred compensation, and related compensation and benefits laws and regulations.
 - Town Charter and Town Municipal Codes, Ordinances and Resolutions; Town Human Resources policies.
- Principles of Human Resources management; employment, compensation, benefits, performance appraisal, and training practices and programs; Human Resources Information Systems.
- Project management principles and program evaluation practices.
- Negotiating techniques.
- General compensation and benefit laws, regulations, practices, and standards; sexual harassment and non-discrimination standards.
- Collective bargaining contracts, and contract administration practices.
- Principles of employee relations, employee motivation, and leadership.
- Performance appraisal programs.
- Collective bargaining methods, arbitration and mediation principles, and complaint resolution methods; negotiating principles and techniques.
- Principles and practices of employee supervision, selection, training, work evaluation and discipline.
- Coaching and intervention methods to resolve employee conflicts.
- Budgeting practices.

Skills:

- Communicates effectively, both verbally and in writing.
- Strong analytical, organizational and managerial skills.

- Strong advocacy skills and abilities with which to communicate the Town's position on various issues.
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Ability:

- Work independently and establish task priorities necessary to meet deadlines and to plan the work of subordinates.
- Conduct research and develop cohesive approaches to issues.
- Establish and maintain effective working relationships with all municipal departments.
- Analyze and solve problems; interpret contracts and requirements.
- Exercise independent judgment and initiative within established guidelines.
- Manage the selection, training, evaluation, and disciplining of Town staff and resolution of interpersonal conflicts.
- Maintain confidentiality of sensitive personnel information.
- Prepare, analyze and present a variety of programs, plans and agreements.
- Analyze and interpret laws, regulations, ordinances, labor contracts, and proposals, draft language, and make recommendations.
- Apply appropriate fact-finding and grievance resolution techniques.
- Calculate and estimate cost of proposed contract changes.

*******The duties listed above are intended only to be illustrative 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. *******

EDUCATION, EXPERIENCE AND TRAINING:

A combination of education and experience which demonstrates the ability to meet the responsibilities of this position may be considered.

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a college or university with a Bachelor's degree in Industrial/Labor Relations or Human Resources, or a related field and five or more years of professional experience in employee relations, employee supervision, strategic planning, and budgeting practices, including three or more years of collective bargaining experience, preferably with a public agency. Certification or specialized training in employee relations, contract negotiations, budgeting, project administration, and related areas is desirable.

Additional Requirements:

- Physical and/or psychological examinations as may be required prior to and during employment.
- Drug screening as may be required prior to and during employment.
- Criminal background and driving record checks, as may be required prior to and during employment.
- Must hold and maintain valid motor vehicle operator's license and the ability to maintain insurability ;and have means of transportation.
- Ability and willingness to work extended hours.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Employees must have the ability to maintain composure with the public and co-workers in stressful and emergency situations every day. Employees must be free from mental and physical disorders which interfere with performance of the duties as described. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to hear, speak, stand, sit, walk, bend, twist, stoop, kneel, crouch or crawl; climb stairs to various levels; use hands to finger, feel or operate objects, tools or controls; use wrists for repetitive motion; reach with hands and arms; drive; tolerate exposure to environmental allergens.

The employee must occasionally lift and/or move up to 25 pounds. Specific abilities required by the job include normal audio ability; close vision, distant vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Hand/eye coordination is necessary to operate computers and various pieces of office equipment.

LICENSE OR CERTIFICATE:

Valid Connecticut driver's license.

*******This job description does not constitute an employment agreement or contract between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*******

Approved by the Ledyard Town Council on: _____

Kevin J. Dombrowski, Chairman