

CITY OF CROWLEY

HUMAN RESOURCES ADMINISTRATOR

Pay Grade: 130

FLSA: Exempt

Starting Pay Range: \$94,390.40 DOQ

JOB SUMMARY

Reporting to the City Manager's Office, the Human Resources Administrator oversees and manages the comprehensive operations of Human Resources. This role involves delivering exceptional customer service, optimizing technology for efficient processes, and conducting thorough analysis and technical research to formulate recommendations on compensation, benefits, and HR programs. Key responsibilities encompass the administration of compensation and benefits systems, facilitation of training and development initiatives, handling employee relations, unemployment and workers' compensation matters, and ensuring strict adherence to local, state, and federal regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential functions may include any of the following duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by an employee in this role; employees may be assigned duties not listed below. The job description does not constitute an employment agreement and is subject to change at any time by the employer.

- Manage a competitive compensation system, including policies, job analysis, descriptions, and classification. Conduct annual salary surveys.
- Oversee and analyze hiring practices, generating reports on applicants, new hires, and promotions. Provide recommendations as necessary.
- Coordinate Employee Relations activities, ensuring appropriate handling of complaints and grievances. Conduct interviews, investigations, and mediations for conflict resolution.
- Maintain current knowledge of employment law and regulations, providing recommendations and follow-up as needed.
- Execute additional professional, administrative, and technical duties as required. Deliver high-quality customer service to city staff, the general public, and other work contacts.
- Guide management and employee actions by researching, developing, writing, and updating policies, procedures, methods, and guidelines. Communicate and enforce City values governing human resources.
- Develop and establish standardized recruiting and placement practices. Evaluate training needs and design programs aligned with organizational requirements.
- Support directors and managers in addressing employment matters, including interviewing, hiring, performance appraisals, disciplinary actions, promotions, terminations, grievances, and complaints.
- Provide guidance to City management and employees on benefits, compensation, investigations, disciplinary action, grievances, separations, and other HR issues.
- Conduct research, prepare, and suggest revisions and amendments to city ordinances and resolutions concerning personnel matters.
- Develop City strategies by identifying and researching HR and risk management issues. Offer information, analysis, and recommendations to City management. Encourage interdepartmental collaboration and coordination of City initiatives.
- Manage all aspects of the City's self-funded group health insurance plan. Project annual funding rates for the group health plan and benefits.
- Formulate operational, financial, and strategic plans for Human Resources. Estimate, forecast, and anticipate requirements, trends, and variances.
- Provide current and prospective employees with information about policies, job duties, working conditions, wages, and opportunities for promotion and employee benefits.
- Maintain awareness of emerging human resources trends and issues by attending professional seminars and participating in regional, state, and national professional associations.
- Act as the city liaison with attorneys and claims adjusters for all city-related lawsuits. Coordinate

the preparation of discovery documents, schedule and participate in depositions, and attend mediations on behalf of the city.

- Manage the filing of Worker's Compensation, Liability, and other insurance claims with claims adjusters. Monitor open claims and claims experience. Coordinate Family and Medical Leave Act, salary continuation, and administrative leave policies when applicable.
- Prepare for and respond to various city emergency situations and serve in the Emergency Operations Center (EOC) in assignments as determined by City Administration.

KNOWLEDGE, SKILLS AND ABILITIES

- Proficient in interpersonal skills with advanced ability to coach and guide individuals.
- Demonstrated expertise in utilizing computers and daily software applications, including Microsoft Office, Outlook, Excel, Incode and Laserfiche.
- Experienced in providing direction for policy development and implementation.
- Advanced understanding and application of organizational requirements, EEOC restrictions, employment law, and progressive discipline structures.
- Proficient in designing and implementing major organization-wide programs and processes, exercising independent judgment and decision-making skills.
- Advanced literacy in interpreting literature, books, reviews, scientific or technical journals, abstracts, financial reports, and legal documents.
- Applied knowledge of fundamental concepts, theories and mathematical operations.
- Collaborative approach with the ability to establish and maintain effective working relationships with diverse individuals.
- Knowledgeable in principles, practices, and techniques of public administration as well as state and federal laws governing human resources and municipal organizations.
- Skilled in applying management and administrative techniques, effective verbal and written communication, delivering concise presentations, and addressing and resolving personnel issues.

EDUCATION, EXPERIENCE AND CERTIFICATION

- Bachelor's Degree in Human Resources or Public Administration
- Three to five years of experience in Human Resource, Insurance Benefits and Payroll. (Municipal experience preferred). Two of those years must have been in a progressively responsible position.
- SPHR or SHRM-SCP credentials preferred or educational degree equivalent.
- Valid Texas driver's license with good driving record, CJIS Fingerprint Check required