

**Title:** Shared Resources Manager  
**PG:** 60  
**Status:** Civil Service  
**Position Reports to:** Civil Service Director  
**Department:** Civil Service

**Class Code:** 2263  
**Date:** 09/08

**GENERAL DESCRIPTION OF CLASS:**

This is responsible human resource personnel work in the area of Human Resource Information Systems and management of shared support staff including specialists in the field of computer applications. The incumbent is responsible for analyzing and directing activities within the scope of the PeopleSoft Human Resources Management System. Principle objectives include managing the HR support staff and overseeing the development, testing, and implementation the City of Lakeland's HRIS systems. Work is reviewed by the Director through periodic conferences and reports

**ESSENTIAL FUNCTIONS:**

1. Directs, manages and coordinates PeopleSoft projects related to Human Resources.
2. Prioritizes, distributes, and manages the workload of the HR support staff and shared resources.
3. Collaborates with other HR Managers to identify requirements, design, document, communicate/train, and audit use of processes and analyze results to support daily workflow for a variety of HRIS functions.
4. Negotiate priorities and support requirements with the IT Dept.
5. Review impending business issues that will have a direct impact on the HRIS and provide an assessment of the HRIS impact, scheduling considerations and other information required for a complete business case.
6. Ensures the maintenance, documentation, and integrity of HRIS data.
7. Fulfills the operational role of the Computer Application Specialist. Prioritizes request for HRIS support, arranges for training materials for users, and oversees update and system modifications by the CAS.
9. Supervises, evaluates, and mentors division staff.
10. Serves as Service Liaison to assigned Service Cluster.

**ADDITIONAL RESPONSIBILITIES:**

1. Performs related work as required.
2. Participates in the development and implementation of various Human Resource, process improvement, and Sterling/Baldrige initiatives.

**KNOWLEDGE, SKILLS & ABILITIES:**

1. Skilled as a functional leader for PeopleSoft HRMS.
2. Intermediate knowledge of MS Project, Excel, and Excel Add-Ins skills.
3. Knowledge of Report Writing Software (ie. Crystal Reports).
4. Skill in preparing and analyzing written reports, research and survey data.
5. Skill in leading and utilizing process improvement techniques.
6. Ability to effectively manage several projects at any given time.
7. Ability to communicate effectively both verbally and in writing.
8. Ability to establish and maintain effective, collaborative working relationships with co-workers, other city employees and the general public.
9. Ability to make independent judgments and to solve administrative problems.

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**WORKING ENVIRONMENT/CONDITIONS:**

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, routine keyboard operations.

The job risks exposure to no significant environmental hazards.

The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of taste, sense of smell, depth perception, and texture perception.

**QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):**

1. Graduation from a four (4) year college or university with major course work in Human Resources, Information Technology, Public Administration, or a related field.
2. Three (3) years of experience in a similar role required two (2) of which are in a supervisory role.
3. Experience with process improvement, implementing best practices initiatives such as the Sterling/Baldrige Criteria, and continuous improvement cycles preferred.
4. An equivalent combination of education and experience, which is directly related to the foregoing specific requirements, may be substituted.
5. Completion of City University Level two (2) or completion within twelve (12) months.

**SPECIAL REQUIREMENTS:**

1. Must possess a valid state of Florida driver's license.
2. Must maintain a valid home telephone number.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.