

**Title:** Director of Workforce Development and Labor Relations  
**PG:** PB3  
**Position:** Non-Civil Service  
**Position Reports to:** Assistant City Manager  
**Department:** Human Resources

**Class Code:** 1032  
**Date:** 09/08

**GENERAL DESCRIPTION OF CLASS:**

This is administrative and professional work in planning, directing and coordinating the City's central Human Resources program. Work involves frequent contact with employees, department directors and City administration in a consultative capacity. Work also involves rendering assistance in matters relating to personnel. Duties are performed in conformance with employment laws and municipal administrative policies. The incumbent is expected to exercise considerable independent judgment in developing and carrying forward the City's Human Resource program. Work is subject to review through discussion and analysis of program accomplishments.

**ESSENTIAL FUNCTIONS:**

1. Interprets the personnel program to the City administration, department directors, employees and their representatives, professional groups and the general public.
2. Investigates problems incidental to working conditions, disciplinary actions and employee grievances and manages the disciplinary and grievance arbitration processes.
3. Directs and coordinates the City's Affirmative Action Program including development of the plan, periodic monitoring of progress, investigation of complaints, and maintenance of required records.
4. Develops and supervises the City's general training, Employee Engagement, Organization Development, retention and Labor Relations program.
5. Administers various employee relations activities such as the Suggestion Awards, Employee Service Awards, Educational Assistance and various leisure activity programs.
6. Directs the preparation and dissemination of various in-house employee communications. Supervises Human Resource transactions and record keeping.
7. Member of negotiation team for labor relations matters as necessary; acts as liaison with the Employees Association.

**ADDITIONAL RESPONSIBILITIES:**

1. Performs related work as required.

**KNOWLEDGE, SKILLS & ABILITIES:**

1. Extensive knowledge of the principles and practices of public personnel administration and the techniques employed in this field.
2. Extensive knowledge of municipal governmental functions and organizations.
3. Thorough knowledge of the qualifications and characteristics of a wide variety of occupations.
4. Thorough knowledge of modern office practices and procedures.
5. Ability to communicate clearly and concisely both orally and in writing.
6. Ability to direct and participate in personnel activities and to assist in the development of long-range plans for the personnel program of the City.
7. Skill in preparing and analyzing written reports, research and survey data.
8. Ability to effectively manage several projects at any given time.
9. Ability to coordinate project activities with various disciplines and departments and to align them with City goals and objectives.
10. Ability to establish and maintain effective working relationships with department heads, employees, other city employees and the general public, and to provide leadership to contribute to a working environment that will instill employee pride, morale and commitment to service excellence.
11. Ability to drive cultural change in order to achieve organizational excellence.
12. Ability to make sound independent judgments and to solve administrative problems promptly.
13. Ability to read and comprehend written material and make appropriate decisions based on such.

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14. Ability to plan, assign, coordinate and evaluate the work of division staff and to facilitate their development.

**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, and routine keyboard operations.

The job risks exposure to bright/dim light with no significant environmental hazards.

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

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

1. Graduation from an accredited four (4) year college or university with major course work in business, public administration, human resources, Industrial-Organizational Psychology or related field. A Masters Degree is preferred.
2. Ten (10) years of professional HR experience, three (3) of which are in a supervisory role.
3. An equivalent combination of directly related education and experience may be substituted.
4. Professional certification in the field of Human Resources preferred.
5. Completion of Certified Public Manager (CPM) or completion within three (3) years

**SPECIAL REQUIREMENTS:**

1. Must possess and maintain a valid state of Florida driver's license.
2. Must possess and maintain a valid telephone.
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.