

Title: Civil Service Director
PG: PB3
Status: Civil Service
Position Reports to: Civil Service
Department: Civil Service

Class Code: 1021
Date: 10/08

GENERAL DESCRIPTION OF CLASS:

This is responsible professional work in administration and management of the City's Civil Service program in compliance with provisions of the Civil Service Act of the City charter. The employee in this class serves as Civil Service Director to the Civil Service Board. The person in this position oversees and maintains city wide recruitment, assessment, placement, and separation of employees within the system. The Civil Service Director also acts as the records custodian for the Civil Service. Work is performed with decision making authority within the parameters of Civil Service Board under the general direction of the Civil Service Board. The incumbent is an active contributor to the HR Management Team in support of Sterling/Baldrige criteria and initiatives such as Process Improvement, Service Quality Management, and the Strategic Plan.

ESSENTIAL FUNCTIONS:

1. Plans, organizes, directs, or oversees all Civil Service and Pension functions of the Department of Civil Service and Retirement.
2. Directs administration activities of the department to include recruitment, examinations, eligibility lists, certifications, and appointment of employees, promotions, class changes, personnel transactions, removal, suspension, hearings, reports and records.
3. Directs administration activities related to the City of Lakeland Classification & Compensation function including job descriptions, equity assessments, etc.
4. Directs the administration and oversight of the preparation and maintenance of all permanent, official employment records; functions including verification of payrolls, correspondence, statistical information, and surveys.
5. Directs the administration of the recruitment and examination functions to include vacancy and examination announcements, application evaluation, and development of valid examination materials, conduct and statistical scoring of tests, and executive recruitment processes.
6. Directs the administration of the Human Resources Information Systems.
7. Ensures that minutes of Civil Service Board are kept and performs as custodian of all Board records and files.
8. Presentation and recommendation of classification specifications and revisions to Civil Service Board for final approval.
9. Schedules employee hearings before the Board. Issues subpoenas for witnesses, assembles appropriate documents and evidence and prepares findings of Board.
10. Plans, prepares and administers departmental budget. Reviews budget to ensure accountability of expenditures.
11. Supervises, evaluates, and mentors both professional and clerical staff within the division.
12. Works collaboratively with the Human Resources Manager Team.

ADDITIONAL RESPONSIBILITIES:

1. Performs special assignments and related work as may be required.

KNOWLEDGE, SKILLS, & ABILITIES:

1. Knowledge of principles and practices of public personnel administration.
2. Knowledge of qualifications and characteristics of a wide variety of occupations.

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3. Knowledge of applicant recruitment, employment testing, selection procedures, and documentation process.
4. Skill in preparing and analyzing written reports, research and survey data.
5. Ability to effectively manage several projects at any given time.
6. Ability to coordinate project activities with various disciplines and departments, and to align them with City goals and objectives.
7. Ability to establish and maintain effective working relationships with department heads, employees, retirees, 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.
8. Ability to drive cultural change in order to achieve organizational excellence.
9. Ability to communicate effectively both verbally and in writing and to give high-level presentations.
10. Ability to make sound independent judgments and to solve administrative problems promptly.
11. Ability to read and comprehend written materials, and make appropriate decisions based on such.
12. Ability to plan, assign, coordinate, and evaluate the work of division staff, and to facilitate their development
13. Ability to specify the parameters of HRIS reports.

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 traffic, 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 an accredited four (4) year college or university with an B.A. or B.S. degree with major course work in business or public administration, human resources, organizational development, Industrial-Organizational Psychology, or related field. Masters degree highly preferred.
2. Ten (10) years of professional HR experience, three (3) 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. Professional certification in the field of Human Resources preferred.
5. Completion of Certified Public Manager (CPM) or completion within three (3) years.
6. An equivalent combination of directly related education and experience may be substituted.

SPECIAL REQUIREMENTS:

1. Must possess and maintain a valid state of Florida driver's license
2. Must possess and maintain a valid telephone.
3. Must live within the City limits of the City of Lakeland.
4. 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.