CLASS TITLE: SUPERVISOR OF PERSONNEL SERVICES

CHARACTERISTICS OF THE CLASS

Under direction, in a supervisory nature, functions as the personnel administrator for a small to moderate size City department, administering personnel programs and overseeing and directing staff performing personnel processing and payroll activities, and performs related duties as required.

ESSENTIAL DUTIES

- Acts as a department's personnel administrator and supervises a staff of professional and clerical personnel engaged in performing personnel and payroll functions.
- Develops the department's hiring plan and coordinates the interviewing and hiring of employees.
- Oversees staff engaged in preparing and processing paperwork to effect the hiring of employees.
- Assesses department's staffing and personnel needs and directs the preparation and processing of personnel forms to implement personnel actions.
- Directs staff responsible for timekeeping and payroll functions, monitoring payroll costs, and ensuring compliance with payroll policies and procedures.
- Provides guidance to managers in the conduct of performance evaluations and oversees the maintenance of performance management records.
- Participates in developing and implementing departmental work rules and procedures.
- Coordinates employee orientation and staff training and development activities.
- Directs staff engaged in providing information and responding to employee inquiries regarding benefits, pay, and personnel rules.
- Oversees the maintenance of computerized employee records on the City's centralized personnel database.
- Acts as liaison with other City departments regarding the processing of personnel and payroll actions and the administration of personnel programs.
- Coordinates work efforts with the Department of Human Resources on matters relating to classification, recruitment, employee selection, and hiring procedures, and other areas of personnel administration.
- Advises departmental managers on initiating, responding to, and resolving issues relating to disciplinary action procedures, equal employment opportunity complaints, employee grievances, and discrimination charges.
- Prepares staffing and payroll cost reports and directs or assists in the preparation of the department's personnel budget.
- Prepares or directs the preparation of various reports on personnel and payroll activities for use by management.

NOTE: The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.
MINIMUM QUALIFICATIONS

Education, Training, and Experience

• Graduation from an accredited college or university with a Bachelor's degree in Human Resources Management, Business Administration, or a directly related field, plus three years of professional personnel experience of which one year is in a supervisory role related to the responsibilities of the position, or an equivalent combination of education, training and experience.

Licensure, Certification, or Other Qualifications

• None

WORKING CONDITIONS

• General office environment

EQUIPMENT

• Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
• Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, modems, scanner)

PHYSICAL REQUIREMENTS

• No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:
• City's timekeeping and payroll processing policies and procedures
• City's collective bargaining units, agreements, and grievance process
• *personnel administration principles, policies, practices, and techniques
• applicable employee benefits policies and procedures
• applicable computer software packages and applications

Moderate knowledge of:
• *supervisory methods, practices, and procedures

Some knowledge of:
• applicable federal (e.g., EEOC, FLSA, ADA) and state laws, regulations, and guidelines
• collective bargaining principles, practices, and contract administration
• budget preparation methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills

• *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
• *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
• *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
• *MONITORING - Monitor and assess performance of one’s self, other individuals, or organizations
• *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
• MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
• *COORDINATION WITH OTHERS - Adjust actions in relation to others’ actions
• INSTRUCTING - Teach others how to do something
• *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
• SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system

Abilities
• COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
• SPEAK - Communicate information and ideas in speaking so others will understand
• COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
• WRITE - Communicate information and ideas in writing so others will understand
• RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
• REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
• WORK WITH NUMBERS - Add, subtract, multiply or divide quickly and correctly

Other Work Requirements
• LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
• COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
• CONCERN FOR OTHERS - Demonstrate sensitivity to others’ needs and feelings and be understanding and helpful on the job
• DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
• ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
• INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
• ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City’s Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
(Valtera Corporation)

Date: June, 2010