

EMERGENCY COMMUNICATIONS HUMAN RESOURCES ADMINISTRATOR

Recruitment #TBD

List Type	Transfer/Promotional
Requesting Department	Department of Emergency Communications
Open Date	04/08/2022 08:00:00 AM
Filing Deadline	04/22/2022 11:59:00 PM
HR Analyst	Aisha Hendree

INTRODUCTION

**** THIS POSITION IS OPEN TO CURRENT CITY OF MILWAUKEE EMPLOYEES ONLY. ****

PURPOSE

The Emergency Communications Human Resources Administrator provides human resources direction to the Emergency Communications Director and leads the development and delivery of comprehensive human resources programs and processes such as hiring, performance management, employee relations, staff retention, professional development, coaching, and organizational design initiatives for the Department of Emergency Communications (DEC).

ESSENTIAL FUNCTIONS

Staffing Management and Employee Relations

- Oversee employee hiring and retention, including the background investigation process.
- Lead diversity, equity, and inclusion (DEI) initiatives.
- Direct employee training and development programs.
- Conduct regular briefings of executive staff and provide direction on personnel and labor relations matters.
- Oversee labor relations and employee investigations.
- Perform difficult staffing duties, including dealing with understaffing, mediating disputes, administering disciplinary procedures, and terminating employees.

Compensation, Benefits, and Payroll

- Analyze and modify compensation and benefits policies to establish competitive programs and ensure compliance with legal requirements.
- Supervise the human resources and payroll functions within the DEC, including usage of the human resources management system (HRMS, currently Oracle's PeopleSoft), workload distribution, quality control, evaluation, hiring and training, and development.
- Oversee the administration of medical and other types of leaves.

Human Resources Compliance

- Create and ensure that departmental policies and procedures comply with all applicable federal and state regulations, the Milwaukee Code and City Charter, the rules of the Fire and Police Commission (FPC), and provisions of any applicable labor contracts.
- Serve as the DEC's liaison to the City of Milwaukee Department of Employee Relations (DER), the Office of the City Attorney, the FPC, the Employees' Retirement System (ERS), and DEC employee groups.
- Represent the Director and/or department in personnel matters involving the DEC, FPC, and Common Council committees by handling questions, interpreting and administering contracts, and helping resolve work-related issues.

We welcome qualified individuals with disabilities who are interested in employment and will make reasonable accommodations during the hiring process in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

MINIMUM REQUIREMENTS

1. Regular status as a City of Milwaukee employee, having successfully completed a probationary period for a civil service position, or status as a City of Milwaukee employee in a fixed term position.
2. Bachelor's degree with a major in human resources, labor relations, business administration, public administration, management, or a closely related field from an accredited college or university.
3. Five years of progressively responsible experience in human resources management, including at least one year serving in a leadership capacity overseeing related policy development and implementation, providing strategic direction, and/or supervising a human resources staff.

Equivalent combinations of education and professional experience will be considered.

IMPORTANT NOTE: To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application or sent via email to staffinginfo@milwaukee.gov. Applications without transcripts will be considered incomplete and will be rejected. Your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.

DESIRABLE QUALIFICATIONS

- A master's degree in a related field from an accredited college or university.
- A related HR Certification Institute® (HRCI®) certification.
- Public sector human resources administration experience.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Technical

- Expert level knowledge of public sector human resources management.
- Knowledge of business and management principles related to strategic planning, resource allocation, human resources modeling, leadership, and coordination of people and resources.
- Ability to read and interpret complex job-related documents such as procedures, laws, and agency rules.
- Knowledge of the laws, rules, and regulations governing the practices and procedures of human resources.
- Knowledge of standard practices for establishing due process and just cause.
- Knowledge of mathematics so as to accurately oversee payroll, compensation, and benefits.
- Ability to effectively use the City of Milwaukee’s human resources management and time keeping systems to manage the entry of time, personnel transactions, and reporting.
- Proficiency using Microsoft Office to create documents, develop spreadsheets, and craft presentations.
- Skill in tracking, analyzing, interpreting, and communicating data relevant to operations of the DEC.

Leadership and Strategic Thinking

- Ability to provide advice and counsel to executive staff, managers, and employees on human resources topics.
- Business acumen to be able to understand not only operations and functions, but also the current environment to effectively make business decisions.
- Ability to lead, direct, negotiate, and influence with and without direct authority throughout the city concerning organizational topics.
- Ability to navigate a complex, matrixed governmental environment and achieve results.
- Ability to think strategically to see the big picture and interpret business strategy into actionable plans.
- Supervisory skills: ability to assign and direct work, provide guidance in handling complicated issues, motivate and develop team members, and evaluate performance.
- Ability to foster an environment of inclusion wherein all associates are treated respectfully, are valued for their strengths, and feel that they can safely express themselves.

Communication and Interpersonal

- Knowledge of the principles and processes for providing excellent customer service; ability to demonstrate diplomacy, courtesy, respect, and cooperation.
- Effective verbal communication skills to be able to clearly convey information to all levels of staff.
- Written communication skills; ability to compose clear and concise documents such as correspondence, reports, and narratives.
- Interpersonal skills to be able to build effective working relationships with persons of diverse backgrounds and job functions such as elected officials, City managers and staff, and representatives of outside agencies.
- Ability to remain calm and discuss sensitive topics with direct reports, managers, and business partners.

Critical Thinking and Professionalism

- Analytical and problem-solving skills.
- Decision-making skills and sound judgment.
- Organizational skills to be able to effectively oversee workflow processes and complete projects in a timely manner.
- Ability to work independently and manage multiple projects simultaneously.
- Flexibility to adjust to shifting priorities.
- Ability to remain calm in stressful situations.
- Professionalism, honesty, integrity, ability to maintain confidentiality, and ability to safeguard City resources.

CURRENT SALARY

The current salary range (Pay Range 1HX) is **\$79,467-101,137** annually, and the current resident incentive salary range for City of Milwaukee residents is **\$81,851-104,172** annually. *Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.*

SELECTION PROCESS

THE SELECTION PROCESS will be job-related and will consist of one or more of the following: an evaluation of related education, experience, and accomplishments, a written test, an interview, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral exams, performance tests, or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position.

INITIAL FILING DATE – The selection process will be held as soon as practical after **Friday, April 22, 2022**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. The applicant is responsible for attending all phases of the selection process at the time and place designated by the hiring authority.

NOTE: Transfer/Promotional Opportunities and Promotional Examinations are not open to Milwaukee Public Schools employees or to the public. Only current City of Milwaukee employees and civilian personnel in MFD and MPD hired through a City Service Commission process who have successfully passed a probationary period for a Civil Service position or who have status as a City of Milwaukee employee in a fixed term position will be considered. Individuals with exempt, provisional, temporary, or emergency appointments are not eligible for transfer.

ADDITIONAL INFORMATION

- APPLICATIONS and further information may be accessed by visiting www.jobapscloud.com/MIL.
- Applications and transcripts should be submitted no later than the deadline listed above.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

CONCLUSION