

NEW CASTLE COUNTY GOVERNMENT

Number 1287

CLASS SPECIFICATION

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Date 07/19/2022

Title: HUMAN RESOURCES MANAGER

Approved:



GENERAL STATEMENT OF DUTIES: Assists the Chief Human Resources Officer in the overall activities of the Office of Human Resources to ensure quality service in all areas of Human Resources Management; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class assists in planning, directing, and managing functions in all areas of human resource programs to maintain the highest level of service for New Castle County employees, retirees, and those seeking employment. Responsibilities include working with other department managers to provide excellent public service to ensure that external and internal customers are provided with the highest quality of service while ensuring compliance with local, state, and federal laws. This employee works under the general direction of the Chief Human Resources Officer.

EXAMPLES OF WORK: (Illustrative Only)

- Assists in the direction and management of the delivery of all services provided by the Office of Human Resources including but not limited to, Employment Services, HRIS, Training, Employee and Labor Relations, Pension and Benefits;
- Manages the development of long- and short-term goals for the office;
- Assists in developing, formulating, and executing policies and procedures for New Castle County to remain in compliance with all applicable local, state, and federal laws;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Assigns work and manages and supervises staff;
- Reviews performance evaluations, recommendations for discipline, and other human resources matters, assists department managers with problems in such matters, and advises managers of action needed;
- Provides effective training and development programs for all employees of the office;
- Interacts with government officials, agencies, and the public concerning related issues;
- Works with staff in developing methods for dealing with issues and in responding to problems or requests received;
- Manages the preparation and administration of the budget;

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- Operates a personal computer, and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of the principles, practices, techniques and objectives of human resource management, including current legal regulations and policies; thorough knowledge of governmental organization and administration; thorough knowledge of the New Castle County Code, federal regulations and state regulations pertaining to employment practices, labor law and human resources administration; some knowledge of basic statistical principles; ability to determine goals, work priorities, staff resource needs and staff assignments; ability to develop and carry out short- and long-term planning; ability to deal effectively with highly sensitive issues; ability to plan, coordinate and supervise the work of professional, technical and clerical support staff; ability to establish and maintain effective work relationships with executive staff, general managers, government officials, union officials, agencies, organizations, other employees, subordinates, applicants and the general public and to promote an ongoing attitude of dedication to excellent customer service; ability to make effective presentations before groups; ability to comprehend an extensive body of rules, regulations, procedures and operations and to perform a wide variety of interrelated functions; ability to communicate courteously and effectively, both verbally and in writing; ability to draw valid conclusions; tact and courtesy; thoroughness and dependability; ability to pass a Class III County physical examination.

MINIMUM QUALIFICATIONS: At least seven years progressively responsible experience at a supervisory level in at least three (3) functional areas of human resources, and possession of a Bachelor’s Degree from an accredited college or university with major course work in human resources management, public administration, or related field; or an equivalent combination of education, experience and training directly related to the required knowledge, skills, and abilities.

PREFERRED REQUIREMENT: Possession of a Master’s Degree in human resources management, public administration, or related field.

ADDITIONAL REQUIREMENTS: Ability to pass a Class III County physical examination and background check.