



Code: 1327
Family: Human Resources
Service: Administrative
Group: Statistical, Technical, and Analytical
Series: Personnel

CLASS TITLE: SUPERVISOR OF PERSONNEL ADMINISTRATION

CHARACTERISTICS OF THE CLASS

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

ESSENTIAL DUTIES

- Manages and coordinates personnel administration programs, employee/labor relations functions, personnel processing operations, and payroll activities
- Develops the department's hiring plan and supervises staff engaged in coordinating the interviewing and hiring of employees
- Supervises and directs staff engaged in carrying out personnel programs, processing personnel actions, and maintaining employee personnel records
- Coordinates work efforts with the Department of Human Resources to ensure the effective and timely implementation of new and revised personnel programs, policies, and procedures
- Works with departmental managers in administering bargaining unit contracts and responding to union and employee grievances
- Interprets and explains personnel policies and procedures to managers and supervisors
- Assesses training needs of departmental staff and coordinates the provision of appropriate training programs and services
- Oversees timekeeping and payroll operations, as needed
- Acts as liaison with the Department of Law and other City departments to effectively respond to and resolve personnel concerns involving bargaining unit contract grievances, employee grievances, equal employment opportunity complaints, discrimination charges, and other personnel issues
- Prepares and oversees the preparation of the personnel services portion of the annual budget
- Prepares and directs the preparation of various personnel reports for management use
- Participates on special personnel projects or initiatives that involve multiple agencies
- May oversee a department's administrative support functions
- May assist in the development of departmental policies and procedures

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 four 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
- *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
- training methods, practices, procedures, and resources

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
- LEARNING STRATEGIES - Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things

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- *MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- *TIME MANAGEMENT - Manage one's own time or the time of others
- *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
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns

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
- 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.

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* May be required at entry.

City of Chicago
Department of Human Resources
(Valtera Corporation)

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