



Medford

Medford City Hall
85 George P. Hassett Drive
Medford, MA 02155
Office of Human Resources, Room 204
HR: 781-475-5640

POSITION: Director of Human Resources

DEPARTMENT: Office of Human Resources

HOURS OF WORK: Full-time (35 hours/weekly) Monday, Tuesday, Thursday 8:30 AM – 4:30 PM; Wednesday 8:30 AM – 7:30 PM; Friday 8:30 AM – 12:30 PM.

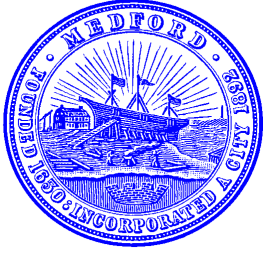
SALARY: CAF 19 - \$104,128.56 - \$118,720.03 FLSA Exempt (Non-Union)

POSITION SUMMARY: Provides strategic leadership and vision to plan, organize, and administer the City's personnel programs, ensuring compliance with state, federal and local laws and regulations; works collaboratively and proactively with City officials and managers, each of whom have common as well as unique/diverse personnel-related needs, to fairly, consistently, and lawfully create and administer policies and practices that contribute toward a positive and productive work environment which enables employees to provide quality service to the community. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under their direction and control. Performs varied and highly responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

SUPERVISION: Reports directly to Mayor.

RESPONSIBILITIES:

- Collaborates with the Mayor and other senior leadership to understand the City's goals and strategy related to staffing, recruiting, and retention; identifies staffing and recruiting needs; develops and executes best practices for hiring and talent management.
- Provides collaborative, forward thinking and responsive leadership in the planning, development, implementation, maintenance, and management of the City's human resources programs and services in accordance with the directives of the Mayor and the mission and strategic priorities of the City.
- Plans, leads, develops, coordinates, and implements policies, processes, training, initiatives, and surveys to support the City's human resource compliance and strategy needs.
- Participates as a member of the City's senior leadership team to assist the Mayor in designing, developing, disseminating, and implementing City-wide management plans, strategies,

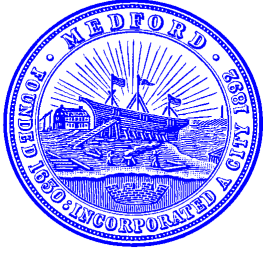


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initiatives, values, and standards of behavior. Keeps the Mayor informed of department activities and operations as well as any compliance issues. Regularly meets with management staff to provide input into, and coordination of, services. Provides individual leadership and management coaching to senior managers, participates in strategic thinking and situational analysis (including union response strategies), and assists senior managers in effectuating cultural changes.

- Maintains and implements employee handbook, policies, and procedures, ensuring consistent interpretation and application; recommends and drafts new policies and collective bargaining language for the Mayor's consideration and provides personnel policy information to employees and advises on interpretation.
- Assists the Mayor's Office in preparing and negotiating union contracts and in resolving labor relations issues, grievances, arbitrations and disputes.
- Identifies organizational training needs and develops training plans and programs for appropriate employee development.
- Oversees City's compliance with federal and state personnel laws and regulations including employee leaves, wage and hour, equal employment, pay equity, drug and alcohol testing, work-related injuries and employee benefits. Works cooperatively with Diversity, Equity and Inclusion Director on matters of pay equity.
- Administers or oversees the administration of human resource programs including, but not limited to, compensation, benefits, and leave; disciplinary matters; disputes and investigations; performance and talent management; productivity, recognition, and morale; occupational health and safety; and training and development.
- Promotes employee job satisfaction; counsels employees; advises managers; assists supervisors to effectively manage employee performance; develops techniques and coordinates resources for resolving workplace conflict or productivity issues; investigates personnel problems and disciplinary issues. Serves as one of the City's Sexual Harassment Officers. Provides guidance to employees, managers and City officials throughout disciplinary and employee appeal hearings. Represents the City at unemployment, discrimination and other personnel-related hearings.
- Monitors the City's benefits package to ensure appropriate services and benefits are delivered with due regard to proper cost control measures. Administers health, dental, life, workers' compensation and disability insurances, as well as employee assistance programs; responsible for communication of benefit plan features to employees and for resolving



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problems encountered in obtaining benefits. In cooperation with the Finance Director, researches and makes recommendations to Mayor regarding selection of benefit programs.

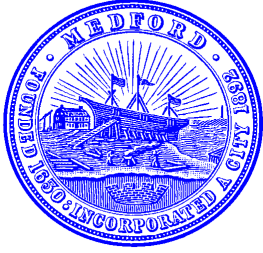
- Responsible for providing vision, support, and leadership to promote and sustain a positive work environment for employees.
- Serves on some hiring interview panels providing input on hiring.
- Collaborates with the Director of Diversity, Equity and Inclusion to develop and establish internal diversity goals.
- Collaborates on and receives recommendations relating to diversity initiatives and policies for implementation. Prepares recommendations for implementation to the Mayor.
- Conducts research and analysis of organizational trends including review of reports and metrics from the organization's human resource information system (HRIS) or talent management system (to be developed).
- Monitors and ensures the organization's compliance with federal, state, and local employment laws and regulations, and recommends best practices; reviews and modifies policies and practices to maintain compliance.
- Maintains knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management, and employment law; applies this knowledge to communicate changes in policy, practice, and resources to upper management.
- Oversees organization, maintenance, and compliance of official personnel records and systems.
- Develops the department's annual budget and authorizes all expenditures.
- Facilitates professional development and training for Human Resources staff.
- Manages all aspects of Human Resources within the City.
- Refers all media-related inquiries to the Mayor's Office.
- Performs other duties as required.

CONFIDENTIALITY:

The employee in their official capacity has access to confidential information, including but not limited to, official personnel files, collective bargaining negotiations, criminal records/investigations, department records as well as medical and psychological records of employees.

EDUCATION & EXPERIENCE:

Bachelor's degree in Human Resources, Public Administration, or related field required and minimum of five (5) years of professional human resources management experience required. Master's degree



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or Juris Doctor preferred; or any equivalent combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job. Experience in public sector human resources is strongly preferred. SHRM-CP or SHRM-SCP highly preferred.

Possession of a Valid Class D driver's license required.

KNOWLEDGE SKILL & ABILITIES:

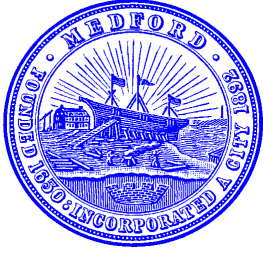
Knowledge: Thorough knowledge of local, state, and federal personnel laws and regulations pertaining to municipal employees. Thorough knowledge of employee classification, compensation and benefits, recruitment, selection, training and labor relations. Knowledge of equal employment opportunity laws and regulations.

Skills: Excellent work ethic. Excellent written and verbal communication and listening skills. Excellent interpersonal and negotiation skills. Excellent organizational skills and attention to detail and manages workflow timelines. Excellent time management skills with a proven ability to meet deadlines. Strong analytical and problem-solving skills. Strong supervisory and leadership skills. Exceptional skill establishing and maintaining effective working relationships with employees, city officials and retirees. Proficiency in all standard office software programs such as Microsoft Office Suite.

Abilities: Ability to effectively manage and engage staff. Ability to build and maintain effective working relationships with others. Ability to supervise or delegate projects; ability to plan, assign, motivate, and supervise. Ability to prioritize. Ability to respond effectively to constant changes in work demands. Ability to adapt to the needs of the City and employees. Ability to develop, implement and monitor the effectiveness of a wide range of employee services and programs. Ability to work effectively with confidential information. Ability to communicate effectively with aggrieved employees. Ability to manage multiple tasks in a detailed and accurate manner. Ability to build partnerships and work productively with union leadership. Ability to maintain a prominent level of confidentiality. Analyzes problems, identifies alternative solutions, projects consequences of proposed actions and implements recommendations in support of goals. Plans, organizes, and evaluates the functions and activities of HR programs and processes. Works independently with minimal supervision.

WORK ENVIRONMENT:

Work is performed in a busy environment with frequent interruptions. The noise level in the work environment is usually low to moderate.



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Please fill out a Standard Employment Application and include it with your cover letter and resume. The application can be found at www.medfordma.org/departments/personnel/jobs. Mail all documents to:

ADDRESS ALL COVER LETTERS AND RESUMES TO
Office of Human Resources
City of Medford – Room 204
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Or send cover letter and resume with the job title in the subject line to
jobs@medford-ma.gov

For the posting, please visit the City of Medford's website – www.medfordma.org

The City of Medford is an Equal Opportunity/Affirmative Action/504 Employer Residents of the City of Medford, Women, Persons of Color, Veterans and Persons with Disabilities are encouraged to apply.