

## CITY OF BURBANK

### ASSISTANT MANAGEMENT SERVICES DIRECTOR

#### DEFINITION

Under general direction, to plan, organize, direct, and manage the Human Resources, Liability, Employee Relations, Labor Relations, Workers' Compensation, and Safety sections of the Management Services Department; and perform related work as required.

#### ESSENTIAL FUNCTIONS

Plans, organizes, and directs all activities within the various sections of the Management Services Department; serves as the department manager in the absence of the Management Services Director; develops plans, programs, and operations for effective personnel management; advises department managers on personnel and employee relations matters; resolves employee issues and complaints; supervises, trains, and evaluates employees; makes effective recommendations regarding hiring, promotions, and transfers; effectively recommends disciplinary action as needed, up to and including termination.

*Depending on individual assignment, this classification could be responsible for the following functions:*

Meets and confers with representatives of recognized employee organizations; develops and coordinates a centralized risk management and safety program; provides administrative direction over the City's self-insurance programs; serves as a liaison to various consulting agencies retained to provide medical, legal, and investigative services; makes recommendations based on negotiations with insurance companies in all areas of municipal liability, workers' compensation, property and casualty coverage; supervises the investigation, processing, and settlement of liability and workers' compensation claims against the City; provides expert analysis and advice on matters of risk management, including the review of proposed legislation and court decisions; participates in the review of proposed disability retirements; coordinates safety with other elements of the personnel management program; manages Citywide personnel functions, including but not limited to employment services, classification and compensation, labor relations, employee benefits, Equal Employment Opportunity program, and reprographics; oversees and monitors the Enterprise Resource Planning human resources and benefits systems; recommends to the Civil Service Board revisions to the Classification Plan and Personnel Policy; supervises the collection and interpretation of salary data and makes salary recommendations to the Management Services Director; supervises the management and execution of human resources policies and procedures; evaluates training needs and directs the implementation of training and employee development programs.

#### MINIMUM QUALIFICATIONS

##### Employment Standards:

- Knowledge of - the principles, methods, practices, and techniques of modern public administration, human resources administration, employee relations, risk management, workers' compensation, salary and benefit administration, safety management, and employee training and development programs; applicable local, state, and federal laws and legislation; major municipal risks and liabilities; administrative, organizational, and statistical analysis; principles and practices of sound personnel management and supervision.
- Ability to – plan and direct the work of others; administer applicable City policies and regulations; develop and implement departmental goals, projects, programs, and policies; communicate effectively, both orally and in writing; maintain confidentiality; effectively negotiate; establish and maintain effective working relationships with supervisors, employees, vendors, other agencies, and the public.

**Education/Training:** Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance as determined by the City. Example combination includes, but is not limited to, five years of progressively responsible administrative, supervisory, and personnel management experience and graduation from an accredited college with a degree in public or business administration, industrial psychology, or a related field.

#### SUPPLEMENTAL INFORMATION

A valid California Class "C" driver's license or equivalent at time of appointment.