

SNOHOMISH COUNTY JOB DESCRIPTION
HUMAN RESOURCES OPERATIONS MANAGER

Spec No. 1146

BASIC FUNCTION

To manage the development and operations of designated human resources functions and lead the work of a professional human resources team. To act as a strategic partner within the department and across Snohomish County on complex and/or escalated human resources issues.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Manage, coordinate and implement designated human resources functions with a commitment to equity and social justice. These functions may include talent, data and information management, wellness, benefits, and leaves administration, compensation and classification, civil service, learning and development, employee and labor relations, employment law and regulations, social responsibility, and related human resources services.
2. Oversee the design and administration of assigned functions and make recommendations on innovations to applicable processes and systems; analyze and assess potential impacts on budgeting and labor negotiations.
3. Develop, implement, and oversee day-to-day operational functions in assigned areas to ensure consistency with policy, procedures, labor agreements, and industry human resource practices. Ensure programs meet County needs and operate within quality and integrity standards while maintaining compliance with federal, state, and local laws and regulations.
4. Supervise assigned staff. Supervisory responsibilities include but are not limited to hiring, training, performance feedback and improvement plans, and recommending corrective action, discipline, and termination to the Human Resources Director.
5. Engage, advise, and collaborate with departments on human resource issues. Consult on subjects such as workforce planning, position and classification management, retention issues, leaves, accommodations, and other human resources activities. Advise County officials, management, and employees on policies, laws, rules, and regulations that may affect their operations. Research and resolve escalated problems and complaints as needed.
6. Analyze training needs for assigned staff; oversee the planning and implementation of a training plan and development opportunities to maintain staff knowledge of relevant laws and regulations, human resource issues, policies, procedures, strategies and guidelines.
7. Apply appropriate models, data, and best practices to evaluate and improve the efficiency and effectiveness of the department's operations and service delivery.
8. Participate as a human resources department team member in the development,

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modification and implementation of Snohomish County and department policies and procedures and various provisions of collective bargaining agreements on a regular basis.

9. Proactively build a culture of diversity, equity, and inclusion within the team, the department, and Snohomish County; apply an equity lens to the oversight of assigned functions, model appropriate behavior, and keep current with developments and practices in diversity, equity, and inclusion.
10. Work with vendors to assist in the timely resolution of problems; monitor vendor services; evaluate vendor compliance with performance guarantees; participate in the RFP selection process.
11. Lead, coordinate, and facilitate the transition to new systems and programs; advise and collaborate with internal and external customers on revisions to systems and programs to increase buy-in and acceptance.
12. Research, analyze, develop, recommend and implement policies, legislative actions, and organizational actions to support current and future needs, goals, and objectives; administer approved policies and procedures.
13. Represent the department on various committees, teams and taskforces.
14. Work with the Director in the development and implementation of the annual work plan and budget; deliver services and achieve goals within assigned budget; monitor budget expenditures and recommend corrective adjustments to spending patterns.
15. Maintain confidentiality of all personnel, payroll, accounting and finance records and reports along with any other records, reports and/or information deemed to be sensitive in nature.

STATEMENT OF OTHER JOB DUTIES

16. Perform other duties as assigned.

MINIMUM QUALIFICATIONS

A Bachelor's degree in business or public administration or other discipline directly related to human resources and five (5) years of increasingly responsible experience in human resources administration including at least two (2) years of supervisory or managerial experience; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities.

PREFERRED QUALIFICATIONS

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Professional Human Resources certification, such as SHRM-SCP, SPHR, or IPMA-SCP.

SPECIAL REQUIREMENTS

Must sign a confidentiality agreement as a condition of employment.

KNOWLEDGE AND ABILITIES

Advanced knowledge of:

- Human resources principles and practices relevant to assigned areas.
- Record keeping principles and techniques and laws regarding records retention and public disclosure.
- Current developments and trends in the field of human resources
- Coaching and leadership techniques and principles
- Project management techniques and principles
- Program planning, organization and administration techniques and principles
- Budgeting techniques and principles (public sector preferred)
- Statistical analysis principles and techniques
- Labor negotiations techniques and principles and/or the administration of collective bargaining agreements
- Laws and regulations applicable to assigned areas

Ability to:

- Work professionally and respectfully with diverse groups of individuals (internal and external), elected officials, and the general public
- Lead a service delivery team and act as a resource in problem resolution
- Supervise, coach, and evaluate the work of assigned staff
- Establish and maintain effective working relationships with elected officials, department heads, and the general public
- Analyze, organize and evaluate a variety of data; prepare reports of findings and recommendations in a clear, concise and logical manner
- Communicate in writing and verbally to a diverse group of individuals
- Convince others to initiate actions
- Build consensus among individuals with varying opinions and agendas
- Analyze and evaluate data and make decisions within and outside of existing guidelines
- Analyze, evaluate and recommend corrective action including updating and revising policy and procedures
- Work on a number of projects simultaneously
- Work with assigned staff in the development and implementation of a comprehensive quality improvement process
- Manage multiple programs/services and meet established deadlines
- Identify the impact of assigned programs and services on budget and collective

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- bargaining agreements
- Navigate conflicting priorities and deadlines
- Operate a computer and associated software
- Apply team building techniques and principles
- Apply consensus building techniques
- Analyze and evaluate circumstances and work with affected employee and/or department management in resolving the issue(s) to a satisfactory resolution

SUPERVISION

The position receives general direction from the Human Resources Director. The work is performed with considerable independence and is reviewed through meetings, status reports and results obtained.

WORKING CONDITIONS

Work is performed remotely and in an office environment with a potential for occasional field trips to meetings and work sites throughout the county.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: February 2008 as Human Resources Systems Manager

Revised: May 2009

Retitled: October 2015 as Human Resources Operations Manager

Revised and retitled: July 2019 as Human Resources Manager, January 2021 as Human Resources Operations Manager

EEO Category: 2 - Professionals

Pay Grade: 111 - Management Exempt Pay Plan

Workers Comp: 5306 Non-Hazardous

FLSA Status: Exempt