KING COUNTY LIBRARY SYSTEM
Job Description

Title: HR Operations Manager
Dept.: Human Resources
Reports to: Human Resources Director
Effective Date: Revised January 2019

Job Code Number: 10801
Grade Number: 21, Non-represented
FLSA Status: Exempt

General Position Summary:

Incumbent is responsible for assessing, streamlining and governing Human Resources Operations and Processes. Position has responsibility for managing and implementing, under the direction of the Director of Human Resources, current policies, practices and processes in order to allow the HR operations/service delivery to run compliantly and effectively, with particular focus in the areas of safety, risk, organizational health and regulatory compliance.

Essential Duties/Major Responsibilities:

1. Oversees Safety and Compliance programs, policies and processes, including but not limited to Accident Prevention and Ergonomics.
2. Assist in managing regulatory compliance efforts in the areas of EEOC, Labor and Industries, Unemployment, records disclosure and retention.
3. Supervise the HR work in the areas of leave management and medical and physical accommodation for staff and library patrons.
4. Engage in and administer programs for employment performance management.
5. Direct efforts in the areas of organizational health and risk mitigation, including but not limited to Emergency Preparedness and Response.
6. Develop and conduct trainings.
7. Keep abreast of changes in laws, industry trends, and regulatory trends in the areas of HR operations.

Secondary Duties:
1. Contribute to practice and policy enhancements and be able to embrace and manage change.
2. Team with partner groups and senior leadership on project, Committee work and organization-wide development efforts.
3. Coach employees, supervisors and managers on proper safety techniques and policies.
4. Audits and provides analysis on evaluation and outcomes of HR programs, projects and policies.

Core Competencies:

Valuing Diversity
Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn about differences.
Customer Focus
Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

Ethics, Values and Judgement
Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organization’s values, moral principles, and accountability through behavior, character, and action. Defends intellectual freedom and confidentiality.

Professional and Technical Knowledge
Demonstrates proficiency in professional and technical skills and/or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to better foster personal success and connections for others.

Coaching and Counseling
Facilitates the development of other’s knowledge, abilities, and skills to fulfill job and role responsibilities more effectively. Provides timely feedback, guidance, and encouragement to help others achieve better performance and goals; builds confidence of others.

Managerial Courage
Tactfully provides direct and actionable feedback in a timely manner, is open and direct but not intimidating; deals head-on with people and problems even in the most difficult situations.

Decision Quality
Makes decisions and solves problems, can deal adeptly with varied levels of complexity, ambiguity, and risk; takes responsibility and accepts ownership for decisions regardless of outcome. Responds promptly and appropriately in crises situations.

Drive for Results
Focuses on results and desired outcomes and how best to achieve them; does not confuse effort with results. Gets the job done.

DESIRED MINIMUM QUALIFICATIONS

Education/Experience:

- Requires five to seven years of related HR experience with a focus on compliance and risk mitigation.

SPECIAL REQUIREMENTS

Valid Washington State driver’s license.

PHYSICAL DEMANDS
While performing the duties of this job, the employee is changing tasks depending upon the shift and will in most cases occasionally stand and walk and up to constantly sit. Will occasionally reach up or down and frequently reach out. Neck rotation may be up to occasional. Constantly using hands in conjunction with finger use and up to frequent keyboarding, this handling or keyboarding may be repetitive up to frequently. Up to occasionally operating foot controls. The employee will seldom lift up to 20 lbs. Employee will seldom push/pull carts and wheeled equipment with light force.

WORK ENVIRONMENT

Job is primarily performed indoors in a typical office setting, and involves extensive close work including use of a PC monitor. Incumbent must be available for evening and early morning meetings, and able to serve on-call. Extensive travel within the service district is required.

Advancement Possibilities:
Open depending on education, training and experience.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: ____________________
Director of HR