



Item #8

DATE February 7, 2018

TO GCTD Board of Directors

FROM Debbie Williams *DW*
Director of Human Resources

SUBJECT **Consider Approval of Human Resources Generalist Position Description and the Restructure of Human Resources Assistant to Human Resources Coordinator Position Description**

I. EXECUTIVE SUMMARY

As Gold Coast Transit District evolves as a Transit District, we have been gradually expanding our historically limited list of approved staff position descriptions to include positions that other public entities of similar size and complexity consider to be core functional positions.

Statistically, according to the Society of Human Resources Management (SHRM) the number of Human Resource professionals needed for a 200+ employee / employer is four. Over the past several years the Board has approved two additional positions for the Human Resources Department, a Director and a Human Resources Assistant. Currently the Human Resources Department has three employees.

II. DISCUSSION

To keep aligned with the growth of GCTD to the employee headcount, the Human Resources Department has an invaluable need to reorganize the Department to be more efficient. With the potential growth of the District, by adding an additional position to the Human Resources Department, a Human Resources Generalist and also restructure the existing position of Human Resources Assistant to a Human Resources Coordinator.

The Board can be assured that no additional headcount for the agency is proposed at this time. The Human Resources Generalist is a promotional opportunity as part of reorganization of the Human Resources Department. The Human Resources Generalist position is absorbing the current Office Manager position. The Office Manager position will be reevaluated as a need once the new facility is completed. The Human Resources Generalist position, for now, will currently have a dual role and will also continue the duties of the Office Manager. The Human Resources Coordinator duties are expanded to additional functions.

GOLD COAST TRANSIT DISTRICT

The Human Resources Generalist will be responsible for benefits administration which was previously performed by the Finance & Administration Department. Additionally, this position will be responsible for projects that are needed for the agency's advancement such as a revised compensation policy, restructuring the new hire orientation and performance reviews. These changes will allow the Human Resources Director to continue her work in culture change and employee relations as the agency receives many benefits from these initiatives.

The new Human Resources Coordinator position is the center of the department and supports all initiatives. This role manages recruitment and performs research for the many reports critical to the Human Resources Department. This position may provide information and statistical analysis for meet and confer in Labor Management sessions; participate in labor negotiations as well as interpret Memorandums of Understanding, salary resolutions and personnel rules and regulations. Provide backup in benefits administration. Becoming more strategic in planning future Human Resources initiatives.

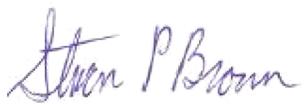
The proposed salary range for the Human Resources Generalist position is at the level equivalent to that of the Procurement Manager, Finance Analyst and Communications and Marketing Manager with an annual range of \$68,835 to \$96,279. This promotional change was anticipated and planned for in the FY 2018-19 operating budget. The Human Resources Coordinator position will stay within its current salary range equivalent to the Human Resources Assistant.

The complete position descriptions for the Human Resources Generalist and Human Resources Coordinator are attachments to this report.

III. RECOMMENDED ACTION

IT IS RECOMMENDED that the Board of Directors approve the new position description for Human Resources Generalist and the Restructure of Human Resources Assistant to Human Resources Coordinator position description.

Concurrence:



Steven P. Brown
General Manager

**GOLD COAST TRANSIT DISTRICT
JOB DESCRIPTION**

CLASSIFICATION TITLE: HR Generalist

REPRESENTATION: Management

OVERTIME STATUS: Exempt

SAFETY SENSITIVE: No

REPORTING STATUS: Director of Human Resources, General Manager

SUPERVISES: As Needed

DATE AUTHORIZED: February 2018

JOB SUMMARY

This class is responsible for a variety of important, confidential and complex projects for the Human Resources Department, members of the Board of Directors, GCTD's management team and the General Manager.

ESSENTIAL FUNCTIONS

The HR Generalists essential functions fall into three key areas: provide administrative support to the general manager and the management team, serve as the Clerk of the Board of Directors, and provide human resources support to the Director of Human Resources, with specific duties in the areas of Benefits Administration and Project Management.

General Manager

- Prepare correspondence or presentations, maintain appointment schedules and calendars, make travel arrangements, and arrange meetings and conferences
- Independently respond to letters, complaints, and general correspondence, determine the priorities and the method of response
- Assist on a wide variety of tasks and projects, from creating forms and presentations to copying and binding documents
- Communicate and coordinate efforts with staff serving the members of the Board of Directors and member government executives.

Clerk of the Board of Directors

- Prepare board meeting agendas and meeting packets, occasionally under time deadline, in preparation for monthly board meetings

- Record, transcribe and produce in a timely manner minutes from monthly board meetings and other meetings, requiring access to confidential information
- Manage and maintain board historical files, including agendas, reports, correspondence, minutes and resolutions.

Human Resources

- Lead specific projects as directed by the HR Director. May work alone or as part of a team
- Administer a variety of benefits programs offered by the District, including medical, dental, vision, life insurance and other programs. Verifies and input data directly into various systems; processes enrollment for all insurance programs; monitors retiree's activity and benefits enrollments coordinating with CalPERS and COBRA. Become the local expert in all areas
- Maintains a current and thorough working knowledge of the District's human resources programs including compensation, deferred compensation, Public Employees' Retirement System, medical, dental and life insurance benefits; personnel requirements; Memorandums of Understanding. Patiently and thoroughly interpret and explain these programs and regulations to employees and the public
- Develop and coordinate the new hire orientation program as a team. Prepare informational material; explains and interprets health benefits, personnel policies, procedures and programs
- Assist in the coordination of non-represented and represented employee training programs
- Manage confidential employment records, including but not limited to: record employee information such as personal data, compensation, benefits, tax data, attendance, performance reviews and personnel actions, hiring and termination information; prepare and process personnel action documents related to hiring new employees, merit salary adjustments, resignations, retirements, terminations and dismissals; update employee files to document personnel action to provide information for payroll and other uses
- Maintains employee-related databases. Prepares and analyzes reports that are necessary to carry out the functions of the department and company. Prepares periodic reports for management, as necessary or requested

OTHER JOB FUNCTIONS

Office Manager Duties until filled with new Office Manager

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited four-year college or university and equivalent of three years of increasingly responsible administrative experience in personnel and/or office management functions. College degree in personnel, business, public administration or a closely related field is required. Bilingual (English/Spanish) is preferred.

and

Knowledge of:

- Basic principles and practices of personnel administration including recruitment and selection and benefit administration
- Applicable federal, state, and local laws, codes and regulations
- Computer proficiency, including good knowledge of MS Word, Excel and PowerPoint and other business applications
- Methods and techniques for basic report preparation and writing
- Methods and techniques for record keeping.

and

Ability to:

- Manage and supervise project budget simultaneously
- Plan, coordinate and supervise work activities to effectively meet deadlines
- Interact with high level management members and elected officials with tact and a professional demeanor
- Evaluate processes, procedures or practices and technical information to assure accuracy and conformance with policies and laws
- Deal with a variety of diverse personalities
- Effectively delegate and respond directly to a variety of assignments simultaneously
- Compile and evaluate data, prepare detailed records that assist in departmental budget analysis and health insurance reconciliation
- Communicate clearly and concisely the goals of the department outlined by the Director of Human Resources
- Establish effective working relationships with those encountered during the course of work
- Courteously respond to organizational and applicant issues, concerns and needs
- Understand and follow instructions
- Competently operate a computer, including word processing, spreadsheets and databases, as well as other office equipment, including FAX, copy machines, and adding machines, computers and printers
- Maintain confidentiality of information

A Human Resources Generalist must be able to analyze and present information to all staff in the District

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

Environment

- Office environment
- Driving a vehicle to conduct work

Physical Abilities:

- Prolong sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stopping in the performance of daily activities
- Grasping, repetitive hand movement and fine coordination in preparing reports using a computer keyboard
- Near and far vision in reading written reports and work related documents
- Acute hearing when providing phone and counter service

**GOLD COAST TRANSIT
JOB DESCRIPTION**

CLASSIFICATION TITLE: Human Resources Coordinator

NON-REPRESENTED: Staff

OVERTIME STATUS: Exempt

SAFETY SENSITIVE: No

REPORTING STATUS: Director of Human Resources

SUPERVISES: None

DATE AUTHORIZED: February 2018

JOB SUMMARY

The Human Resources Coordinator performs, supports, develops and actively participates in a variety of highly complex, professional and administrative activities in support of Gold Coast Transit District's Human Resources Department. This role manages the recruitment process end to end. Additionally, this role is part of the new hire orientation team. Other team assignments include employee relations, classifications, training and development and compliance of Gold Coast Transit District with Federal and State regulations. The Human Resources Coordinator is the center of operations for the Human Resources Department. This role will be available to answer and interpret personnel policies, memoranda of understanding, personal development plans, benefits and employee relations issues. The Human Resources Coordinator plays an active role in formulating methods to improve employment policies & procedures, processes and practices as well as recommending changes. The Human Resources Coordinator will support the Director of Human Resources and will directly support the Human Resources and Risk Manager with administrative and project needs. The Human Resources Coordinator will participate with the entire team in discussing new policies and evaluating existing policies. The Human Resources Coordinator will possess confident liaising and building rapport with staff and external contacts of all levels of seniority

ESSENTIAL FUNCTIONS

- Manage, coordinate and develop Gold Coast Transit District's recruitment and selection process; prepare job announcements and advertisements; assist with applicant screening and testing; provide timely notifications to candidates at all steps of the selection process; participate in the interview process as a Human

Resources representative; oversee schedule pre-employment examinations. Assist with conducting background checks, making offers and sending rejection letters.

- Coordinate, plan and develop new hire orientation within a team framework; prepare and process new employee paperwork and create new employee files.
- Assist and support with employee investigations and personnel matters, take notes, write reports regarding the investigations; suggest disciplinary recommendations in consultation with the Director of Human Resources and Human Resources & Risk Manager
- Identify and coordinate training and development programs with a team; may coordinate in-house training programs or assist staff carrying out the administrative tasks related to training activities and programs
- Assist in the maintenance of classification and compensation plans; research and assemble information for classification and compensation purposes; initiate and respond to salary and benefit surveys and classification studies
- May provide information and statistical analysis and assistance for meet and confer sessions. May participate in negotiations with labor unions; may interpret and explain memorandum of understanding, salary resolutions and personnel rules and regulations to all levels of employees.
- Maintain and retrieve information from employee or applicant database systems; manipulate data to generate a wide variety of informational and statistical reports
- Coordinate, support and prepare affirmative action/EEO programs, drug and alcohol programs (including FTA-compliant random testing program) reports, records management, claims administration for liability and workers' compensation programs, and regulatory compliance monitoring and reporting.
- Assist in the development of the implementation of company culture and employee recognition programs.
- Back-up the HR Generalist in benefits administration as needed.
- Provide general administrative support such as creating and preparing correspondence, forms and reports, arranging meetings, processing confidential reports and documents, filing electronic and hard copy HR information, tracking deadlines and taking minutes as needed.
- Manage, maintain and audit employee personnel files, training records, organizational charts, recruitment records and HR related reports.
- Contribute to team efforts as part of the department when requested as well as when suggesting one's own ideas.
- Participate in strategic planning and budgeting of human resources activities that meet and support district's objectives.
- Assist with identifying issues and areas for improvement within the District.
- Maintain a daily log of pertinent information to share with the department.

OTHER JOB FUNCTIONS

May be assigned additional staff responsibilities, as needed.

MINIMUM QUALIFICATIONS

Graduation from High School and 2 years from an accredited college.

or

Additional professional business and human resources experience as outlined above may be substitute for 2 years of college

and

Knowledge of:

- Principles and practices of human resources and personnel administration
- Federal and state employment laws and related legislation including Americans with Disabilities Act, EEOC, FEHA, DFEH
- Rules and regulations and related documents governing the employment of public agency and competitive service employees
- Record Keeping Techniques
- Agencies operations, policies and objectives
- General office software such as Microsoft Word, Excel and PowerPoint
- Various employment laws and practices
- Recruitment Processes
- Being a department's first point of contact and quickly identifying the client's need
- Compiling and reporting data, investigations and HR-related activities
- Effective problem-solving skills
- Experience maintaining confidential information and handling employee requests/changes in a timely manner
- Handling inquiries and difficult employees in the absence of management
- Training programs- Scheduling classes/preparation of facilitator's notes

and

Ability to:

- Understand, interpret and explain laws, regulations, and policies governing program operations.
- Monitors personnel actions, including new hires, promotions and other changes
- Processes required transactions and prepares personnel files for new employees
- Work quickly to achieve many tasks with quality and precise end results
- Learn to work effectively in a transit and union-based environment
- Develop and implement operating procedures.
- Ability to communicate clearly and concisely, both verbally and in writing at all levels of the organization
- Establish and maintain effective working relationships throughout the District
- Manage sensitive and confidential matters

- Interpret, explain and apply the District policies and procedures regarding personnel and recruitment
- Process and review employment applications to evaluate qualifications or eligibility of applicants
- Arrange for training activities and coordinate with the Communications & Marketing Manager for all general company employee communication

LICENSES AND OTHER REQUIREMENTS:

- Possess a valid California drivers' license and driving record acceptable to GCTD's insurance underwritten
- Industry certifications of specific skills are desirable

WORKING CONDITIONS:

Environment

- Office environment
- Fast Paced

Physical Abilities:

- Sitting for extended periods of time at a keyboard or workstation
- Grasping, repetitive hand movement and fine coordination in using a computer keyboard.
- Speaking clearly and precisely