



**Code: 1304**  
Family: Human Resources  
Service: Administrative  
Group: Statistical, Technical, and Analytical  
Series: Personnel

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## **CLASS TITLE: SUPERVISOR OF PERSONNEL SERVICES**

### **CHARACTERISTICS OF THE CLASS**

Under direction, in a supervisory nature, functions as the personnel administrator for a small to moderate size City department, administering personnel programs and overseeing and directing staff performing personnel processing and payroll activities, and performs related duties as required

### **ESSENTIAL DUTIES**

- Acts as a department's personnel administrator and supervises a staff of professional and clerical personnel engaged in performing personnel and payroll functions
- Develops the department's hiring plan and coordinates the interviewing and hiring of employees
- Oversees staff engaged in preparing and processing paperwork to effect the hiring of employees
- Assesses department's staffing and personnel needs and directs the preparation and processing of personnel forms to implement personnel actions
- Directs staff responsible for timekeeping and payroll functions, monitoring payroll costs, and ensuring compliance with payroll policies and procedures
- Provides guidance to managers in the conduct of performance evaluations and oversees the maintenance of performance management records
- Participates in developing and implementing departmental work rules and procedures
- Coordinates employee orientation and staff training and development activities
- Directs staff engaged in providing information and responding to employee inquiries regarding benefits, pay, and personnel rules
- Oversees the maintenance of computerized employee records on the City's centralized personnel database
- Acts as liaison with other City departments regarding the processing of personnel and payroll actions and the administration of personnel programs
- Coordinates work efforts with the Department of Human Resources on matters relating to classification, recruitment, employee selection, and hiring procedures, and other areas of personnel administration
- Advises departmental managers on initiating, responding to, and resolving issues relating to disciplinary action procedures, equal employment opportunity complaints, employee grievances, and discrimination charges
- Prepares staffing and payroll cost reports and directs or assists in the preparation of the department's personnel budget
- Prepares or directs the preparation of various reports on personnel and payroll activities for use by management

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

**MINIMUM QUALIFICATIONS****Education, Training, and Experience**

- Graduation from an accredited college or university with a Bachelor's degree in Human Resources Management, Business Administration, or a directly related field, plus three years of professional personnel experience of which one year is in a supervisory role related to the responsibilities of the position, or an equivalent combination of education, training and experience.

**Licensure, Certification, or Other Qualifications**

- None

**WORKING CONDITIONS**

- General office environment

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, modems, scanner)

**PHYSICAL REQUIREMENTS**

- No specific requirements

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Considerable knowledge of:

- City's timekeeping and payroll processing policies and procedures
- City's collective bargaining units, agreements, and grievance process
- \*personnel administration principles, policies, practices, and techniques
- applicable employee benefits policies and procedures
- applicable computer software packages and applications

Moderate knowledge of:

- \*supervisory methods, practices, and procedures

Some knowledge of:

- applicable federal (e.g., EEOC, FLSA, ADA) and state laws, regulations, and guidelines
- collective bargaining principles, practices, and contract administration
- budget preparation methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

**Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making

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- \*ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*MONITORING - Monitor and assess performance of one's self, other individuals, or organizations
- \*COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something
- \*JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system

**Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- WORK WITH NUMBERS - Add, subtract, multiply or divide quickly and correctly

**Other Work Requirements**

- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done

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- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
(Valtera Corporation)

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