



**Code: 1338**  
Family: Human Resources  
Service: Administrative  
Group: Statistical, Technical, and Analytical  
Series: Personnel

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## **CLASS TITLE: DIRECTOR OF HUMAN RESOURCES**

### **CHARACTERISTICS OF THE CLASS**

Under general direction, functions at a Senior Manager level directing, developing, implementing, and managing all human resources activities for a large City department to execute programs that ensure compliance with all policies, procedures, regulations and laws; and performs related duties as required

This class title has been designated as a multi-tiered title. Positions allocated to this title code are assigned to medium City departments and have been designated as such on the Senior Manager Salary Plan.

### **ESSENTIAL DUTIES**

- Directs all human resources functions and activities in a large City department (e.g, talent management, onboarding and employment processing, recruitment, training and development, workforce planning, position classification, labor relations and contract administration, time keeping/payroll administration, affirmative action, employee safety, policy enforcement, reasonable accommodation, return to work, performance management, leave of absence and record maintenance)
- Directs the integration of human resources programs ensuring alignment with a department's overall strategic goals and objectives
- Directs managerial and professional staff responsible for carrying out human resources programs and processes
- Develops, implements and interprets human resources policies and procedures and monitors proper implementation by departmental managers and supervisors
- Plans and develops departmental human resource policies and initiatives to support the department's human resource compliance and strategic needs
- Directs the establishment of procedures to ensure the posting of job opportunities for positions subject to labor contract posting and bidding provisions
- Serves as an expert and consultant to departmental executive staff providing guidance on complex and sensitive human resources matters
- Monitors and ensures the department's compliance with federal, state, and local employment laws and regulations and reviews and modifies policies and practices to maintain compliance
- Directs the development of recruitment programs to attract qualified candidates for hard to fill positions in the department
- Directs the establishment of training, professional development, license/certification and orientation programs for departmental employees
- Serves as a liaison between the operating department and the Department of Human Resources on all relevant matters pertaining to human resources administration and management
- Reviews the appropriateness of the department's position classification requests and submits completed position description questionnaires to the Department of Human Resources for the purpose of initiating the proper classification of positions

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- Analyzes the department's human resource requirements and organizational structures and prepares recommendations to departmental managers on current and anticipated costs
- Directs the preparation of the department's annual human resource, operating budget and hiring plan
- Advises departmental managers on issues pertaining to labor contract administration to ensure the department's compliance with terms of collective bargaining agreements
- Develops and mentors staff through on-boarding, training and development opportunities and performance management processes to build and maintain employee morale to ensure the department is appropriately staffed with required competencies
- Monitors the department's compliance with established Equal Employment Opportunity and Affirmative Action program objectives to foster a diverse and inclusive workplace
- Directs departmental managers and supervisors in developing performance standards for employee performance evaluations
- Directs the preparation of various human resource reports, statistics, and studies for the purpose of apprising management personnel of significant departmental trends
- Coordinates city-wide personnel initiatives with department management, Office of Budget and Management, DHR and other city departments, as required

**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**

- Eleven (11) years of professional work experience in human resources, of which three (3) years are in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college with an Associate's degree in Human Resources Management, Business Administration or Public Administration or a directly related field plus nine (9) years of professional human resources experience, of which three (3) years are in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college or university with a Bachelor's degree in Human Resources Management, Business Administration or Public Administration or a directly related field plus seven (7) years of professional human resources experience, of which three (3) years are in a supervisory role related to the responsibilities of the position; **OR**
- Graduation from an accredited college or university with a Master's degree or higher in Human Resources Management, Business Administration or Public Administration or a directly related field plus six (6) years of professional human resources experience, of which three (3) years are in a supervisory role related to the responsibilities of the position

**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)

### PHYSICAL REQUIREMENTS

- No specific requirements

### KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

#### Knowledge

Comprehensive knowledge of:

- \*principles and practices of talent management, selection, training, compensation and benefits, labor relations, human resources information systems and records management
- \*management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, and coordination of people and resources
- \*principles and practices of timekeeping and payroll
- \*principles and practices of collective bargaining units and contract administration
- \*management and supervisory methods, practices and procedures
- \*applicable federal (e.g., EEOC, FLSA, ADA) and state laws, regulations, and guidelines
- applicable computer software packages and applications

Considerable knowledge of:

- \*supervisory methods, practices and procedures
- \*training methods, practices and procedures
- \*budget preparation methods, practices, and procedures
- \*report preparation methods, practices, and procedures
- applicable computer software packages and applications

Knowledge of applicable City and department ordinances, 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
- \*ACTIVE ENGAGEMENT - Give full attention to what other people are communicating, 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

**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
- INITIATIVE – Demonstrate willingness to take on job challenges
- 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
- 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.