



Job Title: HR Program Manager

CLASSIFICATION DESCRIPTION

Department: Human Resources

Pay Grade: 113

FLSA Status: Exempt

Remote Work Eligible: No

JOB SUMMARY

This position is responsible for working with employees and management to improve College-wide performance, to recruit/develop/retain high-performing employees; and to investigate and address employee/management concerns. Duties include: overseeing and coordinating the operation of an assigned Human Resources (HR) related function; assisting employees and supervisor with performance management challenges; conducting investigations; coaching and advising employers and supervisors for success; promoting a healthy organizational culture; and managing risk.

DISTINGUISHING CHARACTERISTICS

N/A.

ESSENTIAL JOB FUNCTIONS

- Manages the daily activities of an assigned HR related function.
- Develops plans to approach projects; implements solutions; and performs professional related activities.
- Coordinates the activities of an assigned HR function including planning, administering, and evaluating programs, projects, processes, and/or procedures.
- Monitors compliance with federal, state, and local laws, regulations, codes, and/or standards.
- Investigates all levels of employee complaints; serves as the main contact for major investigations.
- Coaches and advises management through employee life cycles.
- Uses HRIS data and technology to enhance and measure results and identify challenge areas.
- Provides information to employees in assigned area or responsibility; conducts related research and/or investigations; and makes appropriate recommendations based on findings.
- Responds to inquiries and/or complaints from external agencies and/or the general public; conducts research and/or internal investigations in an effort to resolve issues; and recommends solutions based on findings.

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- Collects, reviews, prepares, and reports on relevant information and data related to assigned area of responsibility.
- Compiles a variety of data and information related to assigned area of responsibility; prepares and maintains related records and reports; and files information.
- Assists with audits and maintenance of Employee Relations records.
- Conducts exit interviews and reports on data.
- May supervise assigned employees or student workers.
- May develop and monitor an assigned budget.
- Performs other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Bachelor's Degree in Human Resources, Business Administration, Adult Education, Organizational Development, Psychology, or a related area; four (4) years of related work experience in human resources; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Employee relations principles and practices including employee complaint and investigations practices;
- Training, research, data collection, reporting, and presentation techniques;
- HR programs through the employment life cycles from recruiting to benefits to discipline and termination;
- Leadership principles;
- HR principles and practices;
- Customer service principles;
- Applicable federal, state, and local laws, rules, regulations, codes, and statutes;
- Analytical methods;
- Records maintenance techniques;
- Supervisory principles; and
- Computers and related software applications.

Skills in:

- Communicating in a succinct and timely manner;
- Negotiating;
- Encouraging teamwork;
- Coordinating programs, services, and events;
- Analyzing and summarizing information;
- Providing customer service;
- Providing training;
- Using computers and related software applications; and
- Communication, interpersonal skills as applied to interaction with assigned workers, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Ability to:

- Apply and interpret laws and regulations to assigned area;
- Be discrete;
- Monitor, and evaluate knowledge;
- Maintain confidentiality; and
- Prioritize and assign work.

CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS

Certification as a Professional in Human Resources (PHR), SHRM-Certified Professional (SHRM-CP), or other advanced certification desired.

PHYSICAL DEMANDS

This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

Physical Activities		Physical Activities	
Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching.		Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	
Climbing – ascending, descending ladders, stairs, ramps, requires body agility.		Reaching – extending hands or arms in any direction.	
Crawling – moving about on hands, knees, or hands, feet.		Repetitive Motion – substantial movements of wrists, hands, fingers.	
Crouching – bending body forward by bending leg, spine.		Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	
Feeling – perceiving attributes of objects by touch with skin, fingertips.		Standing – for sustained periods of time.	<u>X</u>
Fingering – picking, pinching, typing, working with fingers rather than hand.		Stooping – bending body downward, forward at waist, with full motion of lower extremities and back.	
Grasping – applying pressure to object with fingers, palm.		Talking 1 – expressing ideas by spoken word.	<u>X</u>
Handling – picking, holding, or working with whole hand.		Talking 2 – shouting to be heard above ambient noise.	
Hearing 1 – perceiving sounds at normal speaking levels, receive information.	<u>X</u>	Visual Acuity 1 – prepare, analyze data, transcribing, computer terminal, extensive reading.	<u>X</u>
Hearing 2 – receive detailed information, make discrimination in sound.	<u>X</u>	Visual Acuity 2 – color, depth perception, field of vision.	<u>X</u>
Kneeling – bending legs at knee to come to rest at knees.		Visual Acuity 3 – determine accuracy, neatness, observe facilities/structures.	
Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back.		Visual Acuity 4 – operate motor vehicles/heavy equipment.	
Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning.	<u>X</u>	Visual Acuity 5 – close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts.	
Pulling – use upper extremities to exert force, haul or tug.		Walking – on foot to accomplish tasks, long distances, or site to site.	

TYPE OF WORK

Work performed is primarily:

- Sedentary work*: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
- Light work*: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.
- Medium work*: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Heavy work*: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- Very heavy work*: Exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects

WORK ENVIRONMENT

May be required to work hours other than the regular schedule including nights and weekends.

This position requires regular and reliable attendance and the employee's physical presence at the workplace.

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in a job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in a job description.

St. Petersburg College has the right to revise a classification or job description at any time. This description does not represent in any way a contract of employment.