

Manager of Talent Acquisition and Engagement Tompkins County

Department: Human Resources Department
Classification: Competitive
Labor Grade: Management Grade 85
Approved: 01/17 - Conversion of HR Associate
Revised: 11/17; 01/18; 03/18; 5/23
By: RP, Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

- (A) Graduation from a regionally accredited or New York State registered college or University with a Masters degree or higher **AND** two years of full-time (or the equivalent part-time) paid experience working in human resources and which must have significantly involved recruitment as a primary function; **OR**
- (B) Graduation from a regionally accredited or New York State registered College or University, with a Bachelor's degree **AND** four years of full-time (or the equivalent part-time) paid experience working in human resources and which must have significantly involved recruitment as a primary function ; **OR**
- (C) Graduation from a regionally accredited College or University, or one accredited by the New York State Board of Regents to grant degrees, with an Associate's degree or satisfactory completion of at least sixty (60) college credit hours of study **AND** six years of full-time (or the equivalent part-time) paid workexperience working in human resources and which must have significantly involved recruitment as a primary function; **OR**
- (D) Any combination of education and experience equal to or greater than that specified in (A), (B), or (C) above.

DISTINGUISHING FEATURES OF THE CLASS:

This position exists in the County Human Resources Office and involves the performance of a wide array of complex professional and technical work involving civil service and human resource activities across all program areas within the department. However, the primary role will be implementation and management of a comprehensive talent acquisition and retention program aimed at attracting a diverse pool of highly qualified candidates for employment at all levels of the organization. The incumbent is required to be knowledgeable, and maintain a current knowledge of all types of web-based recruitment resources, as well as various social media tools (including but not limited to Facebook, LinkedIn, Twitter, etc.) to achieve the recruitment goals. The employee will also be required to provide training on the importance of diversity and creating inclusive work environments, as well as direct mentorship to various department heads and hiring managers. External contacts will be with Mayors, Town Supervisors, Town Highway Superintendents, School Superintendents, etc. and involve staffing in order to assist these entities in accomplishing their missions. The employee may be cross-trained on a variety of human resources programs and initiatives, including, but not limited to: new hire orientation and on-boarding; training and development; performance management; progressive discipline; and other related work as assigned. An incumbent in this class is responsible for learning all aspects of Civil Service Law and the administration of related programs and processes. The work is performed under the general administrative direction of the Commissioner or Deputy Commissioner of Human Resources. Upon completion of probation, the employee is expected to exercise a high level of autonomy and independent judgment when planning and carrying out the details of his or her work. The employee may be assigned lead work groups, projects or to coordinate and supervise the work of subordinate staff in the department. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES: (The following examples are intended to be illustrations of the various types of work 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.)

- Develops a comprehensive strategic recruitment plan, as well as targeted recruitment plans, in collaboration with the Commissioner, Deputy Commissioner, leadership, and other key stakeholders to address the County's current and future workforce needs;

- Implements programs and practices to attract, retain, and support a diverse and culturally competent staff; and creates advertisements, job postings, and other recruitment marketing materials as necessary;
- Provides training on the importance of diversity and creating inclusive work environments, as well as direct mentorship to various department heads and hiring managers;
- Introduces creative and innovative recruitment methodologies and industry best practices, including social media and other similar platforms, web based job boards, and other venues aimed at effectively reaching target audiences, to ensure that the County's diversity recruitment goals are achieved;
- Maintains a visible professional presence in the community, performs community outreach, cultivates and maintains relationships with various community agencies, and regional colleges and universities;
- Represents the County at various career fairs and community events throughout the region;
- Identifies recruitment barriers or related issues, and recommends new and improved methods, resources, and strategies for engaging the highest caliber of talent;
- Evaluates effectiveness of various recruitment activities, and compiles and analyzes data;
- Develops an understanding of terms and conditions of employment, including civil service classification, appointment, and probationary status;
- Develops and oversees an internal "Grow Your Own" program to facilitate internal promotions, employee satisfaction and retention, and succession planning;
- Creates an effective employee retention program and exit interview process;
- Maintains a variety of human resource and personnel records, compiles data, and prepares reports and correspondence related to the work;
- Assists Commissioner with compliance with all federal and state laws and regulations for public employment, including, but not limited to Civil Service Law and Rules, Fair Labor Standards Act (FLSA), the Americans with Disabilities Act (ADA), Affirmative Action, Equal Opportunity Employment, the Taylor Act, and County Diversity and Inclusion initiatives;
- May attend WDIC and Diversity Consortium of Tompkins County, Inc., meetings to increase awareness, promote diversity initiatives, and assist in monitoring compliance with program goals and objectives;
- Remains abreast of Federal and State labor laws and regulations, and changes in legislation that impact employment practices; conducts research as needed to aid in planning, implementing and evaluating human resource policies, practices, and statutory and legal responsibilities;
- May conduct wage and benefit surveys, and other research on various benefits and statutory employee entitlements;
- Assists in the interpretation and application of provisions of collective bargaining agreements; may assist in the investigation and processing of grievances;
- May assist in making recommendations concerning administrative decisions involving personnel, including disciplinary matters and allegations of workplace violence, harassment, and discrimination;
- Participates as an integral member of the Personnel Department team in facilitating continuous process improvement; may evaluate procedures and technology, and assist in identifying new methods and procedures aimed at improving departmental efficiency and achievement of cost savings;
- Performs various civil service functions as required, which may include reviewing applications for appointments and examinations to ensure candidates meet the required minimum qualification standards; maintenance of civil service records; assistance with any and all aspects of the examination process; and preparation of related correspondence, and maintenance of records as needed to ensure that appointments, promotions, transfers, removals and other personnel actions comply with all related laws and rules;
- Communicates information to the general public, department heads, supervisors, and employees with regard to Civil Service Laws and Rules, and policies and procedures; and may conduct educational sessions, prepare written guidelines and other correspondence;
- Will occasionally be required to attend conferences, training, seminars and workshops to maintain current technical knowledge and expertise in various functional areas of responsibility;
- Performs a variety of clerical and para-professional duties, as assigned, displaying a high degree of customer service; such activities may involve answering phones, greeting and assisting walk-in customers, operating standard office machines and equipment, maintenance of employee files, preparation of correspondence, record keeping, processing and routing mail, scheduling of meetings and appointments; and other support activities as needed.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of the principles, practices and techniques employed in recruiting and retaining diverse talent utilizing a wide array of social media, technology and innovative methodologies;
- Good knowledge of the principles, practices and techniques of public sector human resources administration;
- Good knowledge of, and the ability to understand and interpret, the various federal, state and local laws, regulations, and best practices pertaining to labor and employment, and willingness and ability to remain abreast of changes in legislation

- and laws related to areas of responsibility;
- Working knowledge of New York State Civil Service Law, Local Rules and the principles, practices and techniques of personnel administration as it applies to local government;
 - Working knowledge of provisions, principles, and applications of negotiated agreements with employee bargaining units;
 - Ability to develop and implement community outreach and targeted recruitment programs;
 - Ability to review job descriptions and objectively evaluate candidate qualifications;
 - Proficient in the use of computers, the internet, and common software applications as well as the ability to learn and utilize proprietary software and applications, and ability to operate a variety of standard office equipment,
 - Ability to establish and maintain effective working relationships, and gain cooperation with individuals and groups representing diverse populations, and various cultural and socioeconomic backgrounds;
 - Ability to independently analyze and resolve complex problems, and develop sound conclusions;
 - Ability to understand, interpret and carry out complex oral and/or written directions;
 - Awareness of the importance of confidentiality in dealing with personnel matters and ability to maintain such confidentiality;
 - Ability to communicate clearly and concisely both orally and in writing;
 - Ability to represent the Department and County in a professional manner under all circumstances;
 - Ability to accurately prepare a variety of detailed reports, and submit in a timely manner;
 - Ability to calmly and confidently manage multiple competing priorities;
 - Ability to establish rapport and cultivate and maintain respectful, cooperative working relationships with employees at all levels of the organization, as well internal and external customers, agencies, and members of the public;
 - Good judgment, courtesy, tact, initiative, honesty, and resourcefulness;
 - Ability to fulfill field requirements of the position as necessary;
 - A strong to commitment to diversity and customer-service is required.

PHYSICAL, MENTAL, AND ENVIRONMENTAL DEMANDS: The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to keyboard, handle, or feel objects, manipulate tools, or controls, and reach with hands and arms. The employee is required to see, walk, talk and hear. The employee must occasionally lift and/or move up to 10 pounds. Due to extensive computer usage, the job requires considerable visual effort. Vision abilities required by this job include close vision and the ability to adjust focus to a mid-range. The employee's physical and mental condition shall be commensurate with demands of the position, either with or without reasonable accommodation. Psychological demands are considerable for this position in that the work often involves considerable demands from tight deadlines, constraint rush orders and when dealing with disciplinary issues, exposure to distressing human situations. Considerable interpersonal skills are necessary in order to create connections, obtain buy-in, cooperation and facilitate employment placements. Internal contacts will be with department heads and hiring managers throughout the organization and will require professional collaboration in efforts to diversify the organization. External contacts are with professional associates, liaisons, community groups, high-ranking officials and administrators, including heads of various public agencies and legislators assisting them with developing policy or carrying out the mission of the organization. This work will also involve the development of professional networks and the successful implementation of diversity strategies. The work environment has minimal exposure to disagreeable conditions. The incumbent will perform all related duties as required.

Originally created 01-19-2017

M33.docx