MAJOR FUNCTION
This is high-level administrative, managerial and/or technical work providing direction, guidance, and oversight in an assigned area, for the development, implementation and maintenance of human resource management systems, programs, policies and procedures that serve the City's workforce. Function as a strategic partner to the Manager-Human Resources to ensure that the human resource management system components complement the mission, vision, and objectives of the City of Tallahassee. Work is performed under the direction of the Manager-Human Resources, who outlines areas of responsibility. Work is reviewed through conversations, observations, meetings, and by results attained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties
Provides complete system administration for the Kronos timekeeping system, My Time. Collaborates with users to provide technical support, solicits ideas for system improvements and ensures adoption and ease of use. Creates and maintains the Sharepoint site by building Frequently Asked Questions (FAQs), drafting major communications/distributions, managing continuous improvement planning, and conducting the on-going review of progress. Initiates the creation of step-by-step user guides; overseeing the review of training materials ensuring its accuracy. Oversees system testing; provides tool training and user support/coaching as needed. Functions as the system contact person for Payroll. Provides ad-hoc absentee analysis and proper mapping within the Kronos Analytics tool. Investigates root cause for validation and import errors; provides action steps to department administrative support staff to resolve. Runs reports to monitor and audit timekeeping entries and edits. Ensures that regulatory agency and compliance standards are being adhered to for all sites. Uses tools to make Kronos configuration changes when necessary. Tests enhancements to verify functionality prior to end user testing. Functions as the project leader for system adjustments or new implementations. Provides PeopleSoft System support by serving as Payroll liaison for the Kronos module. Provides reporting support to Human Resources representatives and department managers; runs ad hoc reports as requested. Performs routine quality checks to ensure data accuracy and system health. Performs routine maintenance processes to ensure system accuracy, functionality, and management of exceptions. Develops and maintains detailed documentation of procedures and processes of the role for the purpose of preparing back up support and training for successor. Responsible for understanding and complying with applicable labor, quality, environmental and safety regulatory considerations. Provides assistance and guidance to department and user staff. Recommends the selection, transfer, promotion, discipline, grievance resolution, or discharge of subordinate personnel. Conducts performance evaluations and recommends the approval or disapproval of merit raises. Provides assistance and guidance to department and user staff. Performs related work as required.

Other Important Duties
Identifies and implements employee development initiatives. Oversees development of the department's budget and related fiscal issues. Assists the department director in responding to legal and other sensitive inquiries. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills
Thorough knowledge of human resources management practices, trends, and issues. Thorough knowledge of applicable federal and state laws, rules and regulations. Thorough knowledge of information systems applications, system design and implementation techniques, principles and practices of programming and project management techniques, as applicable to assigned responsibilities. Experience with PeopleSoft, Kronos Timekeeper, or similar enterprise HR systems.

Considerable knowledge of City government, its subdivisions, organizational culture and administrative procedures. Considerable knowledge of the principles of supervision. Considerable knowledge or modern principles and practices of management. Ability to develop long-term strategic plans for functions and programs and to accurately evaluate gaps in service. Ability to plan and conduct interesting, informative and effective human resources programs. Ability to supervise employees in a manner conducive to improved performance and high morale. Ability to express oneself clearly and concisely, both orally and in writing, make public presentations and conduct training sessions. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to analyze facts and situations critically and objectively and arrive at sound conclusions. Ability to exercise creativity and flexibility in addressing workforce needs, challenges and expectations. Ability to operate independently and proactively. Skill in diplomacy and customer service. Skill in problem identification and resolution. Skill in program and personnel management. Skill in the use of microcomputers and the associated software programs and applications that are necessary for successful job performance.

Minimum Training and Experience
Possession of a bachelor's degree in computer science, management information systems, systems administration or a related field, and four years of payroll HRIS timekeeping systems experience either in payroll analysis or computer systems analysis, or an equivalent combination of training and experience. Two years of supervisory experience is also required and may be part of any of the aforementioned experience. A master's degree in computer science may be substituted for one year of the required experience.

Established: 09-25-14