



Classification Description

**Job Title: Senior Human Resources Manager,
Operations**

Pay Grade: 118

Job Code: 3967

FLSA Status: Exempt

Job Purpose

This position performs and oversees advanced technical and professional work in the leadership and support of FSW's Human Resource operations function. The Senior HR Manager of Operations will support and advance HR's role as a strategic business partner of the College through collaboration with all areas of the College community including, but not limited to, all areas of HR, department heads, senior leadership, the budget and payroll offices, IT, and staff and faculty. Oversight includes, but is not limited to, College-wide access, approval and maintenance of Banner organizational security as it relates to employee information; performance evaluation process College-wide for FSW executives and administrators, faculty and FSWCHS classroom teachers; implementation, and maintenance of the Faculty Load and Compensation (FLAC) Banner module for all instructional assignments; creates and manages compensation related actions within Banner. Supervision and oversight of assigned staff, including the reception desk in the Office of Human Resources and student workers/assistants. Supports FSW's Dedicate to Graduate (D2G) mission in daily functional interactions and work performed. Work requires close adherence to stated Human Resources policies and procedures and applicable federal and state laws.

General Responsibilities

Essential Functions

Oversees all aspects of running and supervising the reception desk in the Office of Human Resources. Assures that the desk is staffed. Promotes and ensures excellent customer service through training and oversight of staff and student workers.

Serves as subject matter expert and liaison to Academic Affairs regarding instructional compensation, faculty load and contracts/compensation.

Serves as liaison to the Payroll Office to ensure all compensation related processes and actions are complete, accurate and efficient. Troubleshoots issues and recommends process improvements.

Provides authoritative direction and advice to administrators, faculty and staff regarding contracts and compensation including electronic personnel workflows, adjunct pay, special pay, overloads, supplemental pay, faculty contracts, salary increases, and other related changes.

SENIOR HUMAN RESOURCES MANAGER, OPERATIONS

Oversees policy and procedures that facilitate the understanding of document processing for contracts and compensation; interprets rules and regulations pertaining to various departments, agencies and documents including the office of academic affairs, wage and hour standards, the Collective Negotiation Agreement, and Florida statutes.

Develops and revises human resources policies and procedures as directed.

Oversight of accurate, timely processing and maintenance of computerized records for all employees including processing of personnel actions within very tight timeframes. Verifies and/or processes all employees, ensuring all legal and College required documents are completed.

Provides College-wide oversight of the employee departure process. Ensures the workflow process for departing employees is complete, accurate and timely.

Supervises assigned personnel in accordance with College policies and applicable laws including interviewing, hiring, training, and evaluating; plans, assigns, and directs work.

Provides technical leadership in the development, implementation and maintenance of on-going process improvement programs including the development of training materials and conducting regular training sessions. Recommends and implements new processes including Banner and other technology processes. Updates and maintains related technology systems.

Ensures the accurate integrity of Banner Org Security including maintenance of the Banner records, organizational codes, department records, informational materials and individual training.

Oversight of the auditing and analyzing of compensation reports to ensure adherence to all College policy and procedures and the Collective Negotiations Agreement. Resolves pay discrepancies as needed.

Provides monthly data to ensure the preparation of the monthly board materials for personnel actions are complete, accurate and timely.

Oversight of the process for mass salary increases including auditing and analyzing data, interpretation of policy and procedures, mass updates in Banner, and preparing and distributing employee communications.

Oversight of the development, editing and updating of Human Resources reports using Banner, Argos and Crystal Reports. Responsible for semi-monthly new hire reporting to the State of Florida.

Oversight of the administering of the faculty evaluation and contract recommendation process and ensuring compliance with the Collective Negotiations Agreement and State Board of Education Rules.

Oversight of the performance evaluation process College-wide for FSW executives and administrators, faculty, staff, and FSWCHS classroom teachers. Provides direction for proper communication with supervisors and advising of supervisors on the preparation of evaluations and Performance Improvement Plans.

SENIOR HUMAN RESOURCES MANAGER, OPERATIONS

Oversight of the development, formatting, implementation and documenting of the Banner imaging process for employment actions and files. Ensures all imaging and destruction of electronic employment records are done in accordance with applicable laws and regulations.

Prepares department and College-wide ad hoc reports.

Supports D2G mission through collaboration with all areas of HR in development of FSW reward and recognition processes including, but not limited to, career ladder opportunity development, employee benefit offerings and administration, improved retention through turnover analysis and exit interviews, ensuring D2G values are present and promoted in the hiring and onboarding processes, performance management, and professional development.

Represents the HR office in various College committees, as assigned.

Represents HR Office, in absence of Chief HR and Organizational Development Officer, as assigned.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education.

Five (5) years of related full-time professional work experience to include a minimum of three (3) years full-time experience in Human Resource Management.

Previous professional work experience in compensation administration.

Demonstrated ability to maintain confidentiality.

Ability to independently travel to other locations for College business.

Demonstrated experience using a personal computer, office software such as MS Office (MS Word, MS Excel and MS PowerPoint) and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.

SENIOR HUMAN RESOURCES MANAGER, OPERATIONS

- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: July 18, 2021. Revised: July 1, 2023.