

Classification Description

Job Title: Assistant Director, Human Resources
Operations

Pay Grade: 119

Job Code: 4804

FLSA Status: Exempt

Job Purpose

This position provides leadership and administrative oversight for the College's Human Resource Operations function. The Assistant Director supports and advances Human Resources in its role as a strategic business partner through collaboration with Human Resources, Academic Affairs, Finance, Payroll, Information Technology, executive leadership, and other College stakeholders.

This position directs College-wide operational processes, including Banner organizational security related to employee information, faculty load and compensation administration, institutional performance evaluation processes, personnel action processing, compensation administration, and other critical Human Resources operational functions.

The Assistant Director supervises assigned operational staff, manages complex cross-functional initiatives, promotes continuous process improvement, and ensures compliance with College policies, collective bargaining agreements, and applicable federal and state laws while supporting the College's Dedicate to Graduate (D2G) mission.

General Responsibilities

Essential Functions

Plans, prioritizes, and coordinates Human Resources operational initiatives, including cross-functional efforts involving Payroll, Finance, Academic Affairs, Information Technology, and other College departments, to ensure alignment with departmental objectives.

Leads complex operational projects involving Banner, workflow automation, process redesign, or technology implementation.

Assists in the development, implementation, and continuous improvement of Human Resources operational policies, procedures, and business practices.

Assists Human Resources leadership with budget development, resource planning, and operational reporting, and long-range departmental planning.

Evaluates Human Resources operational risks and recommends improvements to strengthen compliance, process controls, and data integrity.

ASSISTANT DIRECTOR, HUMAN RESOURCES OPERATIONS

Monitors operational performance metrics and recommends improvements to enhance service delivery, operational effectiveness, and customer experience.

Provides oversight for the accurate and timely processing of personnel actions and maintenance of electronic employee records. Ensures required employment documentation is complete and processed in accordance with College requirements and applicable laws.

Administers and interprets policies, procedures, Collective Negotiations Agreement provisions, wage and hour requirements, and applicable Florida statutes related to contracts, compensation, and Human Resources document processing.

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

Ensures the accuracy and integrity of Banner organizational security records, organizational and department codes, related informational materials, and user training.

Oversees the development, implementation, documentation, and maintenance of electronic imaging processes for employment actions and employee records. Ensures employment records are imaged, retained, and destroyed in accordance with applicable laws, regulations, and College requirements.

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

Provides oversight of Human Resources reception operations, including staffing, training, service standards, and the supervision of assigned employees and student workers.

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

Serves as the primary Human Resources liaison to the Payroll Office to ensure compensation-related processes and actions are complete, accurate, and efficient. Leads the identification, development, and implementation of operational improvements that enhance service delivery, compliance, and efficiency.

Provides strategic operational consultation to administrators, faculty, and staff regarding contracts, compensation, electronic personnel workflows, adjunct pay, overloads, supplemental pay, faculty contracts, salary increases, and related compensation matters.

Oversees the audit and analysis of compensation reports to ensure compliance with College policies and the Collective Negotiations Agreement. Resolves pay discrepancies as needed.

Oversees mass salary increase processes, including data auditing and analysis, interpretation of applicable policies and procedures, Banner updates, and preparation and distribution of employee communications.

ASSISTANT DIRECTOR, HUMAN RESOURCES OPERATIONS

Coordinates the preparation of monthly personnel action materials for the District Board of Trustees by ensuring the accuracy, completeness, and timely submission of supporting Human Resources data.

Administers and oversees the faculty evaluation and contract recommendation process, ensuring compliance with the Collective Negotiations Agreement and State Board of Education Rules.

Oversees College-wide performance evaluation processes for executives and administrators, faculty, staff, and FSW Collegiate High School classroom teachers. Provides guidance to supervisors regarding performance evaluations, related communications, and Performance Improvement Plans.

Leads the implementation and ongoing administration of Human Resources operational processes and technology systems, including the development of training materials, delivery of employee training, and support for successful adoption of new or revised processes.

Oversees the development, validation, and maintenance of Human Resources reports using Banner, Argos, and Crystal Reports. Ensures completion of semi-monthly new-hire reporting to the State of Florida.

Develops and prepares departmental and College-wide ad hoc reports and analyses to support operational and executive decision-making.

Represents the Human Resources department on institutional committees and cross-functional initiatives.

Represents Human Resources leadership in designated meetings, committees, or operational matters in the absence of the Vice President, Human Resources/Chief Human Resources and Organizational Development Officer, as assigned.

Supports the College's Dedicate to Graduate (D2G) mission by collaborating across Human Resources to enhance employee operations, onboarding, performance management, recognition, retention, and related employee experience initiatives.

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 to determine if she/he can 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.

ASSISTANT DIRECTOR, HUMAN RESOURCES OPERATIONS

Seven (7) years of related full-time professional work experience to include a minimum of five (5) years of 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.
- 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.

ASSISTANT DIRECTOR, HUMAN RESOURCES OPERATIONS

- 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: August 17, 2026.