

TOLEDO MUNICIPAL COURT- Court Administrator's Office
CLASS SPECIFICATION
Human Resource Officer

Department: Court Administrator's Office
Reports To: Court Administrator
Job Code: 8040
Date Established: March 20, 2001
Ordinance No: 186-01
Salary Level: E-2
Salary Amendments: None
Classification Last Revised and Approved: February 25, 2003, January 6, 2022; January 5, 2024

DEFINITION: Works under the general supervision of the Court Administrator. Responsible for the overall strategic direction, planning, administration and execution of the human resource function for the Toledo Municipal Court. Supervises the HR Specialist.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Coordinates recruiting, screening, selection and on-boarding for Court employees, interns and temporary staff. Including, but not limited to, reviewing and updating job descriptions through a variety of means, including job analyses; developing and implementing targeted recruitment strategies to ensure a robust and diverse applicant pool; screening applicants for baseline qualifications, including conducting oral and written reference checks and applicant testing (physical exams, drug testing and background checks); developing structured interview questions and answers in concert with the management team and department; managing the hiring process to ensure consistency and appropriate communication among CAO, managers and staff; developing and implementing new staff organizational orientation (benefits and Court-wide policies); supporting the Court's departments in providing effective and standardized new staff on-boarding and training; tracking hiring data for Affirmative Action Program.

Assists in the professional development and performance management of staff. Including, but not limited to, assisting in identifying training needs and developing responsive training strategies; coaching and supporting managers at all levels to navigate HR issues, including performance, behavior and interpersonal relationships; cultivating training opportunities for staff on multiple professional development tracks; conducting training as required; fosters an inclusive and culturally-competent work environment; performing or overseeing workplace investigations; coordinating ongoing and constructive employee performance review practices for fidelity and fairness; coaching managers in effective performance review and training techniques; providing input for training budget; coordinating tuition reimbursement program.

Conducts wage/salary administration activities. Including, but not limited to, performing salary/wage surveys and studies as required; conducting job analysis to identify or verify duties, essential functions, KSAPs, minimum requirements and job dimensions; creating and maintaining

job descriptions based on job analysis; administering procedures to facilitate performance evaluations and compensation adjustments; evaluating jobs to establish/maintain classifications; gathering and analyzing data and information to support the validity of the classification system; interfacing with staff, court administrator, and judges to respond to pay/classification issues.

Designs and implements strategies to maximize staff engagement and retention. Including but not limited to developing and implementing strategies to increase and sustain staff engagement (such as employee recognition programs, wellness programming and other initiatives aimed at creating a positive work environment); spearheads internal communications that strengthens the court's culture of public service, procedural fairness and resilience; coordinates efforts to create opportunities for staff feedback and voice through a variety of methods including surveys, round-tables and one-on-one meetings.

Supervises the HR Specialist. Including, but not limited to supervising day-to-day activities of the HR Specialist, including work load, work performance (quality and quantity), providing guidance and feedback, as well as managing professional competency and growth.

Oversees employment administrative duties. Including, but not limited to overseeing vacation and sick time administration procedures, including verifying eligibility and monitoring carryover; processing FMLA requests and notifications; coordinating and responding to ADA requests; answering staff inquiries regarding policy and benefit programs; assisting in developing, maintaining, and distributing personnel policies and procedures; coordinating and monitoring job share program; coordinating referrals to EAP and fitness for duty exams; overseeing personnel record-keeping and ensuring appropriate documentation is maintained; ensuring compliance with employment related posting requirements; tracking, monitoring and reporting on various HR metrics (disciplinary actions, staff complaints and grievances and resolutions thereof; tracking, monitoring and reporting on EEO compliance and affirmative action matters, OSHA log, workplace injuries and worker's compensation claims); coordinating safety and health programs; scheduling exit interviews and arranging the collection of court property from exiting employees; preparing new policies and procedures related to the administration of staff; monitoring the Court's compliance with employment regulations and law.

Other duties as assigned. The Toledo Municipal Court Judges' Division retains the right to add, delete, or modify the duties of this position at any time.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Knowledge and understanding of general employment law, personnel policies and procedures, as well as local, state and federal laws and regulations
- Knowledge and understanding of the job analysis process and preparing job descriptions
- Knowledge of recruiting methods and best practices across an array of sourcing including the internet, social media, networking, employee referrals, job fairs, and job postings
- Knowledge of functions and operations of Toledo Municipal Court and other city departments
- Knowledge of Toledo Municipal Court personnel policies and procedures

- Knowledge and experience in applicant screening techniques, including structured behavioral interviewing
- Knowledge of public and community relations
- Knowledge and understanding of Affirmative Action programs
- Knowledge of classification/evaluation systems, compensation structure and pay practices
- Knowledge of trends, developments and best practices in employee retention and engagement
- Knowledge of effective training techniques
- Knowledge of applicable benefit plans and programs
- Knowledge of effective strategies for conducting performance reviews and evaluations

Skill In:

- Skill in all forms of written communication
- Skill in oral communication, including listening skills, coaching skills, presentation skills and defusing conflict
- Skill in analyzing problems and developing a range of solutions
- Skill in creating a strong, supportive and productive team environment
- Skill in facilitating meetings, including maximizing participation and building consensus
- Skill in modeling and coaching supervisors to recognize, respond to and resolve HR issues
- Skill in managing time and meeting deadlines
- Skill in interpersonal and human relations
- Skill in math and computation

Ability to:

- Ability to think strategically
- Ability to correctly interpret and apply court personnel policies and procedures
- Ability to build trust and demonstrate empathy
- Ability to analyze and interpret data and draw logical conclusions
- Ability to research, bench-mark and summarize
- Ability to organize and prioritize tasks and delegate when appropriate
- Ability to exercise leadership to fully implement the vision, mission and values of the Court
- Ability to exercise discretion and judgment over a variety of issues, including those related to maintaining compliance with relevant local, state and federal law
- Ability to recognize, respect and value diversity within the Court and HR operations
- Ability to recognize and challenge bias and intolerance
- Ability to adapt to the needs of the organization and employees
- Ability to function well in a high-paced and at times stressful environment
- Ability to multi-task
- Ability to maintain confidentiality
- Ability to be open, objective, consistent and fair
- Ability to be accountable, responsible and timely in work product and completion
- Ability to apply keen attention to details
- Ability to operate a computer and use Microsoft Office Suite and other HR related software packages

Personal Characteristics of:

Other – Professional, culturally competent, impartial, organized, and diplomatic

MINIMUM QUALIFICATIONS:

Education: Undergraduate degree from an accredited institution in business, public administration, human resources or a related field.

Experience: Three years of intensive human resource experience required. An advanced degree in business, public administration or law may be substituted for one year of experience. Prior experience with the court system or criminal justice preferred.

Availability: Must be able and available to work during the department's business hours on the days required.

Background: Prior convictions that would impinge on the Human Resource Officer's ability to facilitate the human resource operations of the Toledo Municipal Court in a credible, fair and professional manner, including but not limited to convictions involving fraud, theft, or crimes involving violence or weapons are incompatible with the position of Human Resource Officer.

ENVIRONMENTAL FACTORS AND PHYSICAL DEMANDS:

The physical demands and work environment described are representative of those associated with performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- An employee is frequently required to sit and walk up to 70% of workday.
- An employee is regularly required to walk and stand. May involve manipulating up to 10 pound items.
- An employee is frequently required to communicate orally.
- An employee is frequently required to keyboard.