



NORTHWEST FIRE DISTRICT

HUMAN RESOURCE SERVICES MANAGER

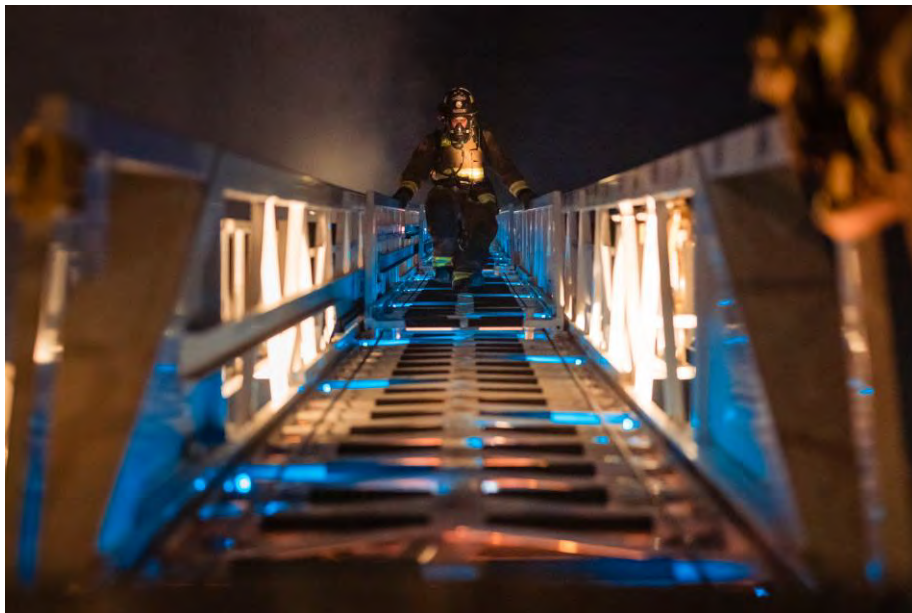
Our Mission: To save lives, protect property and care for our community

Our Vision: Exemplary leadership and performance in serving our community

Our Core Values: Honesty, Integrity, Trust, Respect, Humility and Inclusivity

THE DISTRICT

The Northwest Fire District is a special taxing district, recognized as a state political subdivision of Arizona. Formed in the early 1980s, the District has grown to what is today a career department with 272 full-time employees. Operating out of 11 fire stations, an administrative office and training facility, our dedicated and community-service oriented employees work together to serve the District's 128,000 residents and visitors in a 155 square mile area. As an all-risk public safety agency, the NWFD services include fire suppression, technical rescue, advanced life support, including paramedic ambulance transport services, and a full range of fire investigation and fire prevention services. The annual operating budget of \$76M is generated by property tax assessment, ambulance transport revenues, and other small fee-based services. The District administrative office is currently located at 5225 W. Massingale, Tucson, AZ 85743, with a planned relocation in Spring 2022 to 13535 N. Marana Main St., Marana, AZ 85653.



THE OPPORTUNITY

The Northwest Fire District (NWFD) seeks a dynamic Human Resource professional to perform professional and technical human resource work in the areas of employee relations, recruitment/selection, employee benefits, employee health/safety, classification/compensation, and HRIS. The Human Resource Services Manager provides leadership and is responsible for planning, managing, and overseeing human resource initiatives and operations in support of the District's strategic mission and vision.

THE IDEAL CANDIDATE

The ideal candidate for the position of Human Resource Services Manager will be a seasoned professional who has the ability to provide innovative, forward-thinking, collaborative leadership for all human resource functions in partnership with the leadership team. A strong working leader, proficient problem solver and solid communicator, the ideal candidate will have the utmost integrity and discretion coupled with the ability to view issues objectively and find workable solutions.

SALARY AND BENEFITS

- \$76,664 - \$103,030 (starting pay DOE)
- Excellent benefit package that includes:
 - Group Insurance benefits
 - Medical Insurance
 - Dental Insurance
 - Vision Insurance
 - Basic Life/AD&D Insurance
 - Short Term Disability
 - Arizona State Retirement System
 - Paid Time Off
 - 10 Paid Holidays
 - Health Savings Account
 - Post-Employment Health Plan
 - Employee Assistance Programs
 - Educational Assistance





APPLICATION PROCESS

- Candidates must submit:

Cover Letter, Resume, and Supplemental Questionnaire

- Application packets shall be submitted electronically to:

Brenda Tranchina
Human Resource Consultant
brendahrs@aol.com

- Submission Deadline: **October 20, 2021 @ 5:00 pm**
- Questions may be directed to Brenda Tranchina @ 520-297-9351 or brendahrs@aol.com



NORTHWEST FIRE DISTRICT

HUMAN RESOURCE SERVICES MANAGER

Reports to:	Business Services Director	FLSA:	Exempt
Division:	Human Resources	Status:	Full-Time
Location:	Administration		
Reviewed:	K. Sotomayor, Business Services	2020 Pay Plan:	Gr. 20-94
Supervises:	HR Personnel	Revised:	09/2021

POSITION SUMMARY:

The Human Resource Services Manager supports the NWFD in its mission to save lives, protect property, and care for our community through planning and direct oversight of all human resource programs and personnel. Oversees the development, revision and administration of the District policies and procedures and human resource programs. Carries out responsibilities in the following functional areas: recruitment/selection, Human Resource Information Systems (HRIS), employee and labor relations, employee benefits and leave management, classification/compensation, performance management and employee recordkeeping. The Human Resource Services Manager is responsible for the supervision of assigned personnel and applies a broad scope of human resource management knowledge and practices.

SUPERVISION RECEIVED:

Works under the general guidance and direction of the Business Services Director.

SUPERVISION EXERCISED:

The Human Resource Services Manager provides direct supervision of all human resource personnel. Responsibilities include participating in interviewing and hiring, training employees, planning, assigning and directing work, monitoring and evaluating performance, coaching and rewarding employees, and addressing and resolving problems. These responsibilities will be maintained in accordance with NWFD policies and applicable laws.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following:

- Plan, develop, and manage the administration and operations of all aspects of Human Resource Services.

- Develop cooperative and collaborative partnerships throughout the District to provide a positive workplace culture.
- Prepare, submit, and manage an annual operating budget for human resource operations; monitor and maintain control over expenditures.
- Identify and ensure compliance with legal requirements and government reporting regulations affecting human resource functions.

HUMAN RESOURCE INFORMATION SYSTEM / EMPLOYEE RECORDKEEPING

- Evaluate and implement an effective and efficient HRIS to ensure comprehensive and adequate collection and storage of employee data that provides efficient workflows.
- Prepare, manage, store, and access all employment related records to ensure compliance with records management retention requirements and public records obligations as set forth by District policy and/or state and federal law.
- Ensure all HRS staff are diligent in maintaining confidential and sensitive human resource related information.
- Coordinate with HRS staff to maintain employee records including central personnel files, benefit files, medical files, separation files, and databases in accordance with organizational and statutory requirements.
- Work with HRS personnel to maintain employee personnel records including

EMPLOYEE BENEFITS/LEAVE MANAGEMENT

- Oversee the administration of all employee benefit programs.
- Partner with the District's broker, management, labor, and the HRS team in planning, negotiating, overseeing, and implementing employee benefit programs including, but not limited to health, dental, vision, life, long-term disability, short-term disability and supplemental insurances.
- Collaborate with HRS staff in developing employee communications regarding benefits, leave of absence programs, retirement plans, employee assistance programs (EAP), and workers' compensation.
- Work cooperatively in handling complex leave management issues and consult with management and legal counsel as appropriate.
- Oversee HRS staff in processing Workers' Compensation claims, ensuring ongoing communication with employees, compliance with all reporting requirements, and coordination with other applicable leaves and/or benefits.
- Oversee the pension programs (PSPRS and ASRS); stay abreast of pension requirements; maintain pension accounts; prepare annual reports for local Pension Board and required annual reporting.

HUMAN RESOURCE POLICIES AND PROCEDURES

- Develop, review and revise human resource policies and procedures to ensure alignment with District practices; make recommendations to management regarding development, revision, implementation, and communication of policies as needed.
- Provide human resources policy and procedure interpretation to ensure consistency of administration.
- Consult with legal counsel as necessary to ensure employment policies and procedures are in compliance with local, state, and federal employment laws.

CLASSIFICATION/COMPENSATION

- Monitor the administration of the classification and compensation plan to assure compliance with policies and procedures.

- Assist management with the development of job descriptions and recommend appropriate wage grade assignments with consideration of market and internal equity.
- Partner with District's compensation and benefits consultants and District stakeholders to research, analyze, and prepare reports to make recommendations regarding classification, compensation, and benefit programs.

RECRUITMENT/SELECTION/EMPLOYEE ONBOARDING

- Facilitate all aspects of recruitment and selection processes, ensuring equal employment opportunities for all.
- Work collaboratively with Training Division in the development and administration of hiring and promotional processes.
- Oversee the development and administration of effective employee onboarding processes and training, including new employee orientation, to foster positive attitude toward District mission and vision.

EMPLOYEE RELATIONS

- Advise all levels of employees on personnel matters, work related problems, employee benefits, and policies and procedures.
- Advise management on employee relations issues, ensuring compliance with District policies/procedures and employment laws.
- Assist management with monitoring employee relations climate and provide suggestions for improvements.
- Provide support during workplace investigations ensuring adherence to District policies/procedures and local, state, and federal employment laws.
- Facilitate and ensure timely compliance with performance management programs including annual evaluations and the development of performance improvement plans.

MINIMUM QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required.

Required Education and Experience:

- Bachelor's Degree from an accredited college or university in Human Resources, Business Management, Public Administration, or other related field
- Minimum of five years of progressively responsible and diverse experience in all disciplines in the field of Human Resources
- A combination of equivalent education and experience in the human resources field may be considered

Preferred/Desirable Qualifications:

- Master's Degree (MA/MS/MBA) with major coursework in Human Resources Management, Public or Business Administration, or related field from an accredited college or university
- Public sector personnel experience
- Two years of supervisory experience in Human Resources
- Human Resource Certification (HRCI or SHRM) Institute

Knowledge of:

- Principles and practices of public human resource administration, including methods and techniques of recruitment and selection, classification and compensation, wage/benefits administration, training, employee recordkeeping, and employment law compliance.

- Principles of labor management, collective bargaining and memorandums of understanding.
- Federal, State and local employment laws and guidelines, and statutory duties/responsibilities of the District.
- Federal, state, and local laws, rules, and regulations as they pertain to fire districts.
- Northwest Fire District operations, policies and procedures.
- Northwest Fire District mission, vision, and values.
- Contemporary fire service issues, i.e. EMS regulatory issues, fire district and employment law.

Ability to:

- Establish and maintain effective working relationships, both internally and externally.
- Maintain confidentiality and properly handle sensitive information.
- Lead, motivate, train, coordinate, and delegate.
- Analyze and interpret complex data; create plans and develop budgets.
- Communicate complex issues effectively, orally and in writing, in descriptive detail.
- Delegate and organize multiple, changing responsibilities.
- Prioritize work to meet goals and objectives within acceptable time frames.
- Plan and coordinate activities to enhance employee retention.
- Prepare technical and administrative reports.
- Maintain complex files and records.
- Present a diverse range of materials using a variety of media.
- Operate computer systems and associated software provided by the Fire District.
- Work with others in high pressure situations with a minimum of supervision.
- Approach problem-solving as an innovative process.

PHYSICAL DEMANDS:

The physical 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 an individual with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is often required to have easy mobility from one office to another; use hands to utilize office equipment; and reach with hands and arms. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close, color, and peripheral, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions. The noise level in the work environment is usually moderate, as found in a normal business office with computers and telephones. The individual will be regularly working with and around electronic equipment.

Note: The information listed above is intended to describe the general nature and level of work being performed by the employee assigned to this position. This list is not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change and does not represent in any way a contract of employment.

**NORTHWEST FIRE DISTRICT
HUMAN RESOURCE SERVICES MANAGER
SUPPLEMENTAL QUESTIONNAIRE**

*In order to assist NWFd in better evaluating your suitability as a candidate for the position of Human Resource Services Manager, please respond to the following essay questions. Please submit your responses in conjunction with your cover letter, application, and resume no later than 1700 hours on **October 20, 2021**.*

1. Please provide an overview of your Human Resource education and experience, including the professional development efforts you have undergone to maintain and further enhance your HR knowledge, skills, and abilities.
2. As the Human Resource Services Manager, you would be involved in a multitude of different human resource disciplines. What would you identify as your strongest and weakest areas within HR?
3. Describe the system you use for prioritizing human resource projects. What human resource discipline do you believe drives your focus?
4. Please describe a situation in which you had to deal with a complicated employee relations issue. What did you do to address and/or resolve the issue?
5. Please describe a time in which you initiated a new employee process/program that was successful in your organization. Why did you believe the process/program was necessary, and what steps did you take to initiate and develop the program?
6. What do you believe is the role of the Human Resource Services department in relation to the mission, vision and/or strategic goals of the organization?
7. Describe your past involvement in developing and/or revising HR policies/procedures.
8. Please identify the number of years and brief overview of the experience you have in the following areas:
 - Recruitment and selection
 - Benefits administration
 - Employee relations
 - Employment law compliance
 - FMLA administration/compliance
 - Workers' compensation administration
 - Employee onboarding
 - Employee recordkeeping
 - Human Resource Information Systems