



Hillsborough County

PUBLIC SCHOOLS

Excellence in Education

Job Description



Title: Manager, Personnel Services

Job Code: 10149

FLSA Status: Exempt, Administrative
Class: Managerial
Division: Human Resources
Salary Schedule: Administrative X06 plus benefits
Bargaining Unit: 03, HASA Administrators

Board Approved Date: TBD

Revised Date:

SPECIFIC ASSIGNMENT: Manager, Personnel Services serves as a human resources liaison and administers policies relating to one or more functional areas of human resources by performing the duties and responsibilities listed below.

ESSENTIAL DUTIES & RESPONSIBILITIES include the following:

Serves as a link between management and employees by answering questions, interpreting and administering contracts and helping resolve work-related problems.

Oversees certification office duties to include overseeing and assisting with the status and monitoring of "Out of Field" compliance, district certificates, teacher certification compliance.

Performs staffing duties to include vacancies, surplus, carryover and other employee staffing needs.

Advises district and school administrators on vacancy staffing, contract language and employee concerns to include but not limited to: hiring, transferring, leaves, separations, unit losses and gains.

Works collaboratively with all departments within Human Resources to address employee relations issues, such as work complaints, hiring practice, transfer, promotion, and leave questions along with other employee concerns.

Provides and assists school site support including, but not limited to substitute needs, hiring practice, technology support, and interpretation and assistance of employee contracts and other work-related issues.

Oversees performance process, procedures and training for instructional support employees.

Oversees all staffing needs, losses and gains, for site consolidation and opening of new sites.

Oversees the day-to day operations of multiple functional areas in the Human Resources Division to include personnel services, leave specialists, and instructional substitute staffing.

Completes data analysis and staff reporting through applicant services and other human resources functions.

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Works collaborative with all Human Resources departments to gather, analyze, and interpret data relating to areas such as diversity, turnover, succession planning, absenteeism, qualifications and competencies, and other qualities related to workforce needs.

Develops written and online procedures and tools to assist in related scope of work.

Confers with personnel to ensure successful functioning of newly implemented systems or procedures as related to application, processing, transactional work, and employee onboarding.

Reports to general manager within the division; may be assigned cross-departmental responsibilities to support divisional goals.

COMPETENCIES: The following competencies are representative of specific skills, abilities, and attributes that must be demonstrated to perform this job successfully.

Customer Service - Displays courtesy and sensitivity. Manages difficult or challenging customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

Managing People - Provides direction and gains compliance. Includes subordinates in planning. Takes responsibility for subordinates' activities. Makes self available to subordinates. Provides regular performance feedback. Develops subordinates' skills and encourages growth.

Project Management - Develops project plans, coordinates projects. Communicates changes and progress. Completes projects on time and on budget. Manages project team activities.

Quality Management - Fosters quality focus in others. Sets clear quality requirements. Measures key outcomes. Solicits and applies customer feedback. Improves processes, products, and services.

Planning & Organization - Prioritizes and plans work activities. Uses time efficiently. Plans for additional resources. Integrates changes smoothly. Sets goals and objectives. Works in an organized manner.

QUALIFICATIONS: The requirements listed below are representative of the knowledge, skill, and/or ability required to perform this job successfully.

Education: A master's degree. Degree or formal training in Educational Leadership preferred.

Experience: Three years of increasingly responsible experience in human resources or educational programs, with three years of related management or supervisory experience preferred. Educational Leadership experience preferred.

Certificates/Licenses/Registrations: Florida Professional Educator Certificate preferred: Educational Leadership, School Principal, or Administration and Supervision preferred.

Language Skills:

Reads and interprets general business and professional journals, technical procedures, or regulations. Writes reports, correspondence, and manuals. Effectively presents and responds to questions from managers and the public.

Mathematical Skills:

Works with math concepts such as probability and statistical inference, and fundamentals of geometry and trigonometry. Applies concepts such as fractions, percentages, ratios, and proportions to practical situations.

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Reasoning Ability:

Solves practical problems and deals with a variety of concrete variables in situations where only limited standardization exists. Interprets a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: Microsoft Office

PHYSICAL DEMANDS:

This position requires the following physical activities: Standing, walking, sitting, handling, keyboarding, talking, hearing, near acuity, field of vision.

This position requires the following lifting demands: Up to 10 pounds.

This position requires the following reaching activities: Both dominant and non-dominant hand; Overhead.

This position involves the following environmental conditions: Noise Intensity 3: Moderate.

SUPERVISORY EXPECTATIONS:

Manage assigned clerical staff and subordinate professional personnel in one or more sections of the department. Take responsibility for the overall direction, coordination, and evaluation of assigned teams. Carry out supervisory responsibilities in accordance with the district's policies and applicable state and federal laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

DISTRICT EXPECTATIONS: All employees are expected to demonstrate regular and predictable attendance; to support the District's vision, mission, goals, and Strategic Plan; to engage in civility, respect, and professionalism; and to maintain the professional knowledge and skills necessary to perform the essential duties and responsibilities of their positions.

NOTE: School Board Policy ensures equal opportunity for all in its personnel policies and practices and does not discriminate on the basis of race, color, gender, religion, national origin, marital status, sexual orientation, gender preference, political beliefs, social/family background, disability or age.

The district accords preference in selection, retention, and promotion procedures to certain veterans and spouses of veterans who are Florida residents.