

JOB INFORMATION

Effective Date	1/25/2022
Job Code:	3151
Job Title:	Director, Human Resources Operations
Salary Grade/Structure:	070 - Admin-Professional
Career Level Name:	M4 - Senior Manager
FLSA Name:	Exempt
EEO Code:	10-Exec, Admin, Mgmt
Job Function:	Human Resources
Job Family:	Human Resources
Job Summary	The Director of Human Resources, Services provides leadership, vision, integrity and a team-oriented philosophy to lead the Human Resources staff in aligning with University of Houston-Clear Lake’s mission and strategic focus. The Director provides administration and leadership for the operations of the Human Resource Office including benefits and retirement, payroll, employee relations, training and development, and related Human Resources Operations.

COMPETENCIES

Competencies

Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/Preferred	
Master's Degree	Business or related field.	Required	or
Master's Degree	HR Management, Business Administration or a related field.	Preferred	

Work Experience

Experience	Experience Details	Required/Preferred	
Some	Experience in Human Resources leadership and business administration.	Required	or
Considerable	Experience in Human Resources in a higher education environment.	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred	
	PHR, SPHR, SHRM-CP	Upon Hire	Preferred	

Knowledge, Skills and Abilities

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred	
	KSAs			Proficiency
	• Knowledge of federal and state personnel law.			Skilled
	• Deep knowledge of Human Resource functions and professional practices, including benefits and retirement, payroll, employee relations, and staff and project management.			Proficient
	• Proven ability to effectively solve problems and make critical decisions using good judgement including leadership skills with the ability to execute projects from start to finish.			Proficient
	• Must be able to communicate effectively in individual and group settings, representing Human Resources on a professional basis, both orally and in writing.			Proficient
	• Ability to work effectively with Human Resources staff and peers to foster a positive team environment.			Proficient
	• Ability to maintain strict confidentiality of information and documents while ensuring that correct procedures are followed.			Proficient
	• Must have a strong attention to detail with the ability to organize and perform tasks accurately.			Proficient

JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

Essential Functions

Essential Function	% TIME
• Responsible for the daily operations of the Human Resources Office. Monitors and evaluates the efficiency and effectiveness of service delivery methods, recommends policy, and develops procedures to align with mission of the college and the strategic plan. Develops and manages the Human Resources departmental budget and leads the establishment of short-term and long-term operational objectives in alignment with UHCL's strategic goals.	15%
• Provide leadership and oversight for all university benefits and payroll functions including: insurance, retirement, worker's compensation, FMLA, prior state service, and ACA. Oversee the activities of the Senior Benefits Coordinator, Payroll Manager, and Talent and Development on all related questions, issues, processes and concerns. Conduct all new faculty on-boarding and new faculty orientation.	20%
• Responsible for directing all aspects of the university payroll function including ensuring the accuracy and timely processing of all payroll related transactions; handling and resolving the more complex payroll issues; interpreting and administering complex payroll related policies and regulations. Directs and evaluates the work of payroll staff.	25%
• Oversees the development of the Human Resources information system, including the processing of personnel transactions and the maintenance of personnel records and files. Ensures the compilation, validation, and submission of employee data reports for effective decision making.	10%
• Confers with employees, supervisors, and management officials to resolve disagreements informally, where possible; provides guidance in the formal resolution of grievances and appeals of disciplinary actions; participates in disciplinary action cases; assists in the coordination of management responses; assists in the research and preparation of arbitration cases. Advises employees, supervisors, and managers regarding interpretation and employee relations policies and ensures proper and consistent application of policies and procedures. Responds to and seeks resolutions to employee relations complaints ensuring a fair and neutral process for all parties. Analyzes complaints to determine appropriate level of intervention/support needed.	15%
• Serve as university liaison to insurance and retirement carriers and agents regarding employee elections and changes. Serve as University of Houston System Benefits Committee Representative. Manage the University Work/Life Program with the responsibility to coordinate all wellness initiatives for the campus and provides educational sessions and events within program.	5%
• Serves as staff on a variety of committees; prepares and presents staff reports and other necessary correspondence. Attends and participates in professional group meetings; maintains	5%

Essential Functions

Essential Function	% TIME
awareness of new trends and developments in the field of human resources; incorporates new developments as appropriate.	
• Other related duties as assigned.	5%

PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Travel Requirements

Estimated Amount	Brief Description
10%	To related HR meetings, conferences, or events as needed.