



# INVITES CANDIDATES TO APPLY FOR:

## Director of Human Resources & Labor Relations

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### Why the City of Hartford offers a positive opportunity for the new Director of Human Resources & Labor Relations

- Offers an integrated and diverse community
- Strong support from the Mayor and Chief Operating Officer for best practices
- Opportunity to make a difference in the Human Resource Department, bring new ideas and institute process improvements
- The City is a great place to be for cultural activities and the excitement of being a capital city
- Hartford is the center of the state and offers access to Boston, NYC, the Connecticut shoreline and the mountains

### COMMUNITY PROFILE AND HISTORY

#### Background on the City of Hartford, CT

Hartford is the capital city of the U.S. State of Connecticut. It is located in Hartford County on the Connecticut River, north of the center of the state, 24 miles south of Springfield, Massachusetts. Its 2006 population was 124,512. Hartford ranks as the state's third-largest city, after Bridgeport and New Haven and the sixth largest in New England. Greater Hartford is also the largest metro area in Connecticut and the 45th largest in the country with a metropolitan population of 1,188,841.

Nicknamed the "Insurance Capital of the World," Hartford houses many of the world's insurance company headquarters and insurance remains the region's major industry. Almost 400 years old, Hartford is among the oldest cities in the United States and following the American Civil War, Hartford took the mantle of the country's wealthiest city from New Orleans in 1868. Mark Twain wrote, "Of all the beautiful towns it has been my fortune to see this is the chief."

Hartford is home to the nation's oldest public art museum (Wadsworth Athenaeum), the oldest public park (Bushnell Park – seen in picture), the oldest continuously published newspaper (The Hartford Courant) and the second oldest secondary school (Hartford Public).

In 2004, the Hartford Metropolitan area ranked second nationally based on per capita economic activity, behind only San Francisco, California. Hartford is ranked 32nd of 318 metropolitan areas in total economic production and generates more economic activity than sixteen U.S. states.

Hartford boasts about many of its attractions and entertainment venues such as: CT Science Museum, CT Convention Center, CT Old State House, CT Expo Center, Bushnell Theatre, Mark Twain House, Harriet Beecher Stowe Center, XL Center, Hartford Children's Theater, Wadsworth Museum, Hartford Stage, Riverfront Re-capture location for concerts and fireworks. In addition, the Greater Hartford Arts Council sponsors many events.

#### Form of Government

A new City Charter was implemented in 2002, replacing a council-manager form of government with a strong mayor form of government. It created, for the first time, a strong Mayor with broad powers and a City Council that includes city wide representation. The Mayor and Council are elected for four year terms. The next election is November 2011. The Council has nine members. All councilors are elected at-large. The Council elects its President to serve as the presiding officer of the legislative council. The Chief Operating Officer serves as the administrator to the Mayor and coordinates all of the departments. The Director of Human Resources and Labor Relations is appointed by the Mayor, and works closely with the Corporation Counsel and Chief Operating Officer.



# **Director of Human Resources & Labor Relations—Job Description**

## **General Purpose**

With broad policy guidance given by the Mayor, carries out the powers and duties as assigned in the City Charter by planning and directing City-wide personnel programs; and initiates and administers innovative techniques of public personnel management required to maintain an effective and efficient civil service process.

## **Essential Duties and Responsibilities**

- Directs all activities of the City's human resource's department relating to employee selection as prescribed in Chapter XVI of the City Charter (Civil Service) including the conduct of competitive examinations, the maintenance of eligibility lists, the certification of eligible candidates, etc;
- Develops, implements and administers comprehensive human resources management programs, policies, guidelines, procedures and practices, consistent with City Charter provisions, state and federal requirements and sound, professional principles and practices;
- Directs the maintenance of classification and pay plans for City employees;
- Directs the maintenance of employee records;
- Identifies needs and develops training and education programs for City employees;
- Prepares and monitors the department budget and presents to the Mayor and Court of Common Council;
- Periodically reviews the operation and effect of the personnel provisions of the charter and the Personnel Rules and Regulations and recommends needed revisions;
- At the direction of the Mayor, negotiates labor contracts. Directs the administration of labor contract compliance including grievance and arbitration procedures and actions. Works with managers and labor organizations to resolve problems;
- Develops new programs, practices and procedures for improving the quality and efficiency of the City's work force;
- Develops and administers affirmative action and diversity programs; directs the investigation and resolution of discrimination and other complaints;
- Directs the City's employment benefits including group medical and dental insurance, life insurance, Workers' Compensations insurance, and other benefits;
- Directs outreach recruitment, including mentoring and internship programs;
- Directs the development and administration of City performance evaluation policies, programs, and practices.

## **Knowledge, Skill and Ability**

- Theory, principles, practices and techniques of public human resource management and administration, including recruitment, testing, selection, equal employment opportunity and affirmative action, diversity, classification , compensation, employee relations, benefits design and administration, training and development, workforce development and performance evaluation.
- Principles and practices of labor management relations, including negotiations and contract administration.
- Federal, state and local laws and regulations pertaining to civil service and HR Management.
- Principles and practices of public administration including budgeting and maintenance of public records.
- Current trends and practices in human resource management and organizational development
- Principles and practices of effective management and supervision of staff.
- Ability to lead, plan and direct a comprehensive human resources program for municipal government.
- Develop and execute strategic objectives and supporting work plans and make sound recommendations on complex human resource management issues.
- Represent the City effectively in negotiations and other dealings with employees and labor organizations on a variety of issues.



# **Human Resources Department Organization**

The Director of Human Resources & Labor Relations directly supervises 2 Employee & Labor Relations Managers, a Benefits Administrator and Executive Assistant. The Employee & Labor Relations Managers are cross-trained in both Employment Services/Civil Service and Labor Relations, and once all vacancies are filled, will supervise a staff of 10 employees ranging from HR Analyst to Principal HR Analyst and including administrative staff persons. The Benefits Administrator supervises a Benefits Coordinator and Benefits Assistant. There are 13 positions in the HR Department in addition to the director, with four current vacancies at the Analyst level. The work is divided into 4 major functional areas as shown below.

Employee Benefits (Benefits Adminis-trator)	Employment Services (Employee & Labor Relations Mgr)	Labor Relations (Employee & Labor Relations Mgr)	Administration (3 Admin Staff)
Health Insurance Pension Benefits Long Term Disability Life Insurance Workers Comp ADA Health & Safety Wellness Programs FMLA Employee Orientation	Recruitment & Testing Classification Reclassification Compensation Job Descriptions Civil Service Dept Recruitment Liai-sons Unemployment EEO	Contract Negotiations (7 Unions) Grievance Hearings CHRO Support Contract Interpretation Personnel Matters Arbitration Support Pension Negotiations for City & BOE	Payroll Processing Change Forms Job posting Personnel Files FOI Requests Customer Service Reports Budget Assistance Training Coordination Dept Assistance

## **Characteristics of the Ideal Candidate**

- Great communicator and team manager, interacts well with all levels of the organization including the Mayor's Cabinet, department heads and HR staff
- Very flexible and patient
- Ability to be politically astute and handle self in a professional manner
- Interested in promoting process improvements and encouraging creative change
- Ability to work with a culturally diverse community and staff
- Thorough knowledge of principles and practices of human resources, recruitment, testing, selection, equal employment opportunity and affirmative action, diversity, classification, compensation, employee relations, benefits design and administration, training and development, workforce development and performance evaluation
- Experience with civil service systems of recruitment and testing
- Thorough knowledge and experience with labor relations including union contract negotiations, grievance procedures and arbitration process
- Understanding of the diverse functions of a municipal government and the need to promote customer service.
- Integrity and confidentiality as needed

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### **Qualifications:**

The qualifications required: Graduation from an accredited college or university with a Bachelor's degree (Masters preferred) in a field related to personnel management including but not limited to Public Administration, Human Resource Management or Business Administration and eight (8) years of progressively responsible experience in personnel management including recruitment, testing, classification, compensation, training and labor relations activities, five (5) years of which shall have been in the supervision of professional staff in such activities or any combination of experience and training which provides the desirable knowledge, skills and abilities. The successful candidate must have Civil Service and Labor Relations experience to be considered.

## Challenges and Opportunities



- The opportunity to put your stamp on the HR Department
- To develop new staff and work with existing talented staff to instill new ideas and bring the department to the next level
- To promote and implement new technologies to encourage process improvements
- Update personnel policies and procedures
- Review of compensation plans for all employees
- Update classification system and job descriptions
- Develop sound FMLA policy and procedures based on new regulations
- Participate in strategy for a new City-wide Employee Development Program
- Ability to deal with limited of historical knowledge due to recent retirements
- Oversee the negotiations of 7 union contracts (4 are currently in process)
- Key participant in high level meetings such as: City Stat, Personnel & Finance, Labor and Workforce Development Committee, Budget hearings and Position Review Committee
  - The desire to work in a City that is on the move and offers many diverse cultural activities



## Compensation and Application Process

### **Director of Human Resources and Labor Relations City of Hartford, CT**

**Salary Range: \$103,400 — \$156,800 with excellent benefits  
(including pension and free parking)**

#### **Application Process:**

Interested candidates should submit an application found at <http://www.hartford.gov/personnel/>  
Along with a completed application, please include a letter of interest and resume and mail to:

The Office of Corporation Counsel, 550 Main Street, Hartford, CT 06103, or fax to 860-722-8114, attention Ms. Saundra Kee Borges and copy Mr. Miguel J. Matos, Management and Budget, 550 Main Street, Hartford, CT 06103.

**Qualified Minorities and Women are Encouraged to Apply.**



For Additional Information Contact:

Ms. Randi Frank

Randi Frank Consulting, LLC

[rfrank05@snet.net](mailto:rfrank05@snet.net)

[www.randifrank.com](http://www.randifrank.com)

203-284-3707