

City of Roswell, Georgia

JOB DESCRIPTION

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To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Human Resources Director

Department: Administration

FLSA Status: Exempt

Job Code: A501

JOB SUMMARY

The Director of Human Resources leads the City's Human Resources Division as a strategic partner across all departments. This role advances the City's mission by strengthening organizational capacity, supporting employee engagement, and promoting a culture of service, innovation, and high performance.

ESSENTIAL JOB FUNCTIONS

- The Human Resources Director plays a central role in enabling city departments to achieve their missions by aligning Human Resources programs and services with operational needs and strategic goals.
- Collaborates with department heads to understand workforce needs, align Human Resources services with departmental goals, and support high-quality public service delivery through effective recruitment, retention, and development strategies.
- Leads the City's comprehensive human resources operations, including talent acquisition, compensation and benefits, employee relations, performance management, training, compliance, wellness, and risk management. Directs staff responsible for program administration and service delivery.
- Supervises and develops human resources staff, including assigning work, resolving issues, evaluating performance, and supporting professional growth through training and coaching.
- Oversees day-to-day operations by assigning work, monitoring progress, resolving complex issues, and providing technical guidance to staff.

- Interprets and ensures compliance with employment laws and regulations, including the Fair Labor Standards Act, Equal Employment Opportunity laws, the Family and Medical Leave Act, the Americans with Disabilities Act, the Consolidated Omnibus Budget Reconciliation Act, and the Health Insurance Portability and Accountability Act. Maintains up-to-date knowledge of legal and regulatory changes, advises leadership, ensures proper recordkeeping and reporting, and takes corrective action as needed to address compliance issues.
- Advises the Deputy City Administrator, City Administrator, Mayor, City Council, and legal counsel on human resources matters, including disciplinary actions, job changes, organizational restructuring, and workforce reductions. Identifies risks, recommends solutions, prepares related agenda items, and keeps leadership informed of key issues, trends, and opportunities for improvement.
- Acts as a trusted advisor to City leadership and a resource for employees, providing guidance on employee relations, benefits, compensation, policies, and personnel procedures. Responds to inquiries, resolves issues, and facilitates communication between employees and management to support a productive and respectful work environment.
- Develops, updates, and implements both division-level and City-wide human resources policies and procedures to ensure consistency, compliance, and operational effectiveness.
- Prepares and manages the division's budget, monitors expenditures, and ensures fiscal compliance. Provides input on personnel-related budget planning across departments and oversees human resources grant program administration.
- Develops and executes strategic and operational plans for the division. Uses KPIs and other data tools to evaluate program performance, recommend improvements, and lead initiatives that support employee morale, organizational effectiveness, and the City's reputation. Reviews benefit program value and cost-effectiveness to ensure alignment with workforce needs and fiscal responsibility.
- Oversees recruitment, classification, and compensation programs to ensure a fair and competitive personnel system. Leads hiring for senior-level positions, administers the performance appraisal program, maintains job classifications and salary structures, and reviews personnel actions including pay adjustments, promotions, transfers, and terminations.
- Manages employee relations, including conflict resolution, disciplinary actions, and exit interviews. Administers the drug-free workplace and commercial driver testing programs, handles unemployment claims, and represents the City in Department of Labor hearings.
- Oversees employee benefits programs, including health, life, dental, disability, and retirement plans. Serves as Pension Secretary, manages 401(a) and 457(b) plans, supervises health clinic operations, and administers employee service recognition programs.
- Leads training and development efforts by designing, approving, and implementing programs that build skills, support professional growth, and address City workforce needs in a cost-effective manner.
- Manages risk-related programs, including workers' compensation and the City's property, casualty, and liability insurance. Conducts annual risk management audits to ensure compliance and mitigate organizational exposure.

- Oversees development, implementation, administration, and maintenance of the City's human resources information system (HRIS).
- Ensures proper maintenance, confidentiality, and lawful release of employee records. Monitors compliance with recordkeeping standards and initiates corrective actions when necessary.
- Manages vendor relationships by selecting providers, monitoring performance, and ensuring contract compliance and service quality.
- Prepares and reviews a wide range of documents, including reports, correspondence, policies, performance evaluations, and regulatory responses.
- Reviews and processes a variety of human resources and administrative records, ensuring accuracy, compliance, and appropriate documentation handling.
- Collaborates with internal and external stakeholders—including City leadership, employees, legal counsel, vendors, and regulatory agencies—to coordinate activities, resolve issues, and ensure alignment of human resources operations.
- Represents the City at meetings, committees, and public events; delivers presentations to civic and business groups to foster community relationships and address concerns.
- Ensures confidentiality of departmental information, records, and personnel matters.
- Stays current on laws, regulations, and human resources best practices through ongoing research, professional development, and participation in relevant training and associations.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience:

Requires a Bachelor's degree in Human Resources Management, Business Management, Public Administration, or closely related field required, Master's degree preferred; supplemented by ten (5) years previous experience and/or training that includes progressively responsible human resources management (preferably in a local government environment), or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Licenses or Certifications:

- Society for Human Resources Management Certified Professional (SHRM-CP) certification or Professional in Human Resources (PHR) certification.

Special Requirements:

- None

Knowledge, Skills and Abilities:

- Strong interpersonal and consultative skills to foster trust and collaboration across departments, supporting a culture of service excellence and employee engagement.
- Knowledge of the principles, practices, and legal requirements associated with human resources management and with administration of various human resources programs.

- Knowledge of state/federal laws affecting human resources operations of local governments.
- Knowledge of various employee benefits programs and retirement programs.
- Knowledge of the principles of risk management, including property and liability insurance programs.
- Knowledge of methods and practices of classification, compensation, recruitment, testing, and selection.
- Knowledge of the principles of management, budget administration, and supervision; and must be able to effectively lead, motivate, and evaluate assigned staff.
- Ability to comprehend, interpret, explain, and apply applicable laws, regulations, policies, and procedures.
- Ability to synthesize, hypothesize, and/or theorize concerning data involving modification of existing policies, strategies and/or methods to meet unique or unusual conditions. Requires the ability to do so within the context of existing organizational theories and management principles.
- Ability to function in a managerial capacity for a division or organizational unit. Includes the ability to make decisions on procedural and technical levels.
- Ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.
- Ability to utilize a wide variety of references, descriptive, advisory and/or design data and information.
- Ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios.
- Ability to apply principles of logical or synthesis functions; to deal with several concrete and abstract variables; and to analyze major problems that require complex planning for interrelated activities that can span one or several work units.
- Ability to exercise judgment, decisiveness and creativity in situations involving broader aspects of organizational programs and operations, moderately unstable situations, or the direction, control and planning of an entire program or set of programs.

PHYSICAL DEMANDS

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Tasks also require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Work is regularly performed without exposure to adverse environmental conditions.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.