



LAKE COUNTY GOVERNMENT

JOB TITLE/CLASS: Human Resources Director
DEPARTMENT: Human Resources
SUPERVISOR TITLE: Board of County Commissioners

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties that may be performed within the job class.

FUNCTION OR PURPOSE OF THIS POSITION

The purpose of this position is to plan, organize, direct and review the management and operations of a comprehensive personnel program for Lake County Government. This position is responsible for the administration, planning, and management of all human resources functions for one or more of the various County departments and offices, including without limitation: Human Services, Public Health, Emergency Management, Sheriff's Office, Public Works, Library, Treasurer's Office, Clerk & Recorder's Office, Assessor's Office, Maintenance, Recreation, Finance, Information Technology, Building and Land Use, and Lake County Board of County Commissioners.

IMPORTANT ROLES

The incumbent in this position must be able to serve in a variety of critical roles for the County, including without limitation the following:

Leader - Individual is responsible for setting an example for internal and external clients of positive customer service and professionalism in the workplace. In addition, this individual must demonstrate initiative and leadership by assuming responsibility and accountability for completion of projects assigned to the Human Resources Department, and for ensuring quality, efficiency, and professionalism in performance of the Department's services.

Team Member - Performs work in a team-based environment while supporting the Human Resources mission, goals, philosophies, and initiatives. The individual performs their work in a manner that is consistent with the County's goals and objectives.

Service Provider - Anticipates and meets the needs of applicants, employees, peers, supervisors, managers and others. This critical team member displays professionalism, as well as commitment to and ownership of the Department's services. Work by this individual will be done in an effective and timely manner.

Confidential Professional - All Human Resources discussions require the exercise of discretion by staff, and decisions involving potential policy changes, or situations regarding County employees, will be held by the individual in the utmost confidence. The Director will only discuss Human Resources matters with other Human Resources



staff on an as needed basis, in a confidential setting, or with others as directed by the Board of County Commissioners.

ESSENTIAL FUNCTIONS

Essential and other important responsibilities and duties include without limitation the following:

SPECIFIC DUTIES AND RESPONSIBILITIES

- Oversees all activities related to the development, implementation and maintenance of the County's Personnel Policy Handbook and assists with adherence within the Human Resources Department.
- Responsible for the management of new employee orientation and employee separation, including required onboarding documentation and termination paperwork.
- Coordinates with other County departments and offices to advertise job postings and announcements.
- Maintains job descriptions for all County departments. Reviews job descriptions annually to align with performance review schedules and confirm compliance with applicable legal requirements, including without limitation the Fair Labor Standards Act (FLSA).
- Coordinates fitness-for-duty assessments, temporary work assignments, and special accommodations.
- Maintains and audits employee records and files on a periodic basis to ensure all record retention requirements are being met.
- Partners with Board of County Commissioners, Elected Officials, and directors of other departments to identify and resolve issues with appropriate human resources solutions.
- Supports the day-to-day administration of the County's human resources, employee benefit plans and programs; acts as liaison between employees and insurance carriers; serves as an information resource for past and present County employees.
- Assists in the completion of Personnel Action Forms (PAFs) to execute salary, benefits and status changes, and other related transactions.
- Organizes county wide training opportunities and manages documentation of attendance and certifications.
- Develops retention strategies and succession planning with Elected Officials and Directors.
- Produces a variety of biweekly, monthly and yearly reports concerning the County's work force (at the direction and request of the BOCC).
- Creates employee identification cards as requested.
- Designs templates for Human Resources forms and provides guidance to supervisors and employees regarding their use.
- Prepares and manages the Human Resources budget.
- Reconciles health insurance billing.
- Maintains CCOERA benefits documentation.



- Manages all facets of the workers' compensation claims process.
- Effectively manages all facets of the property and casualty claims process.
- Facilitates inmate medical renewal.
- Coordinates benefit renewal processes and assists in the development of benefits plan design; manages annual open enrollment process.
- Oversees ongoing activities related to the development, implementation, maintenance of, and adherence to County policies and procedures covering the privacy of, and access to, patient health information in compliance with federal and state laws.
- Compliance with legal requirements and provides guidance to other departments for compliance with such requirements, including without limitation those under HIPPA, COBRA, FMLA, ADA, FLSA and other applicable laws and regulations that govern employment relations, benefit plans and administration of human resources.
- Administers, monitors, and tracks employee leaves of absence, including without limitation under the Family and Medical Leave Act (FMLA), long-term disability, and for unpaid leave in adherence to applicable law and the County policies and procedures.
- Manages the receipt, interpretation, and processing of unemployment insurance claims, determines appropriate action to be taken, and prepares responses in accordance with applicable laws, policies, and regulations; investigates facts regarding claims in response to TPA inquiries; reviews and analyzes state unemployment insurance decisions for application of law to the County.

PERIPHERAL DUTIES

- Composes, types and edits a variety of correspondence, reports, memoranda, and other materials requiring judgment as to content, accuracy and completeness.
- Serves as the first point of contact for Human Resources inquiries for County employees.

ADDITIONAL JOB FUNCTIONS

- Performs other Human Resources related work as required and directed by the Lake County Board of County Commissioners.

KNOWLEDGE, SKILLS, AND ABILITIES

The Human Resources Director should have a knowledge base of the following, or be able to promptly acquire the knowledge to be able to carry out their duties:

- Knowledge of: General office procedures; MS Excel, MSWord and general database reporting and management skills; HRIS; HR benefits programs; generally accepted recruitment procedures; record-keeping processes and accepted practices.
- Ability to: Learn and apply Human Resource Department policies and procedures; make appropriate decisions in an Human Resources setting; adapt to change; deal with conflict effectively; exhibit patience and composure in difficult situations; follow-



through on projects; report status of on-going projects to BOCC (and team as appropriate) on a timely basis to ensure timelines are met and staff are informed; work independently and execute good judgment; communicate effectively both verbally and in writing; review and analyze information and formulate logical recommendations; willing to receive corrective feedback in a positive manner; ability and commitment to support the County leadership goals, objective and organizational needs.

- Skills: Skill in utilizing phone systems effectively; operating fax, copier, and printer equipment; communicating effectively and appropriately both verbally and in writing; excellent writing and speaking skills; organizational and office management skills; and strong administrative skills.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

EDUCATION AND EXPERIENCE

- Graduation from an accredited four-year college or university with a degree in business administration, human resource management, or equivalent;
 - Minimum of three (3) years of progressively responsible and strategic human resource management, or;
- Any equivalent combination of education and experience.

TOOLS AND EQUIPMENT USED

Multi-line central telephone and voice mail system; personal computer and software, including Microsoft Office software and financial software package; printer; copier; postage machine; cell phone and fax machine.

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 individuals 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 for extended periods of time. The employee is required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

COGNITIVE DEMANDS

Requires the ability to listen to, read, understand and communicate the English language so that others are able to understand. This must be done both orally and in writing, at a high level. Requires the ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules. Requires the ability to remember directions and processes for all essential duties; requires remembering facts; requires remembering the gist of past conversations, situations and events.



Requires focus for long periods of time; concentration on details and thoroughness in completing work tasks; filtering out distractions, ignoring irrelevant information. Requires the ability to apply general rules to specific situations to produce results that make sense.

Requires the ability to tell when something is wrong or is likely to go wrong. Requires the ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems. Requires the ability to reflect on strategy, plan, adopt an approach, and change direction if not working. Requires the ability to choose the right mathematical methods or formulas to solve a problem. Requires understanding the implications of new information for both current and future problem-solving and decision-making.

Requires selecting and using training/instruction appropriate for the situation. Requires employee to manage his/her own time and the time of others effectively so that tasks get done in an efficient manner and deadlines are met. Requires being dependable, willing to take on responsibilities and challenges, exerting maximum effort toward completing essential duties, persistent in problem solving, adaptable to change (positive or negative), honesty, and being pleasant to others. Requires the ability to understand verbal and non-verbal cues and understanding why individuals react as they do. Requires assessing the performance of yourself, other individuals, and/or the organization to make improvements or take corrective action for the improvement of the organization.

WORK CONDITIONS

Most of this position's duties are performed in an indoor environment. The incumbent may be exposed to some noise (electrical, mechanical or human) on an occasional basis, and other related hazards associated with an office environment or public service desk serving a diverse clientele.