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# PERSONNEL COMMISSION

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LONG BEACH  
UNIFIED SCHOOL DISTRICT  
*Excellence & Equity*

**Class Code: 0737**  
**Salary Range: 42 (M2)**

## **HUMAN RESOURCE SERVICES OPERATIONS MANAGER**

### **JOB SUMMARY**

Under administrative direction, plan, organize and manage the daily operational and administrative activities of the Human Resource Services (HRS) department; serve as a resource to District personnel, applicants and others concerning personnel policies, procedures, laws, codes, rules and regulations; train and supervise the performance of assigned personnel; perform related duties as assigned.

### **EXAMPLES OF DUTIES**

*The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.*

- Plan, organize and manage the daily operational and administrative activities of the Human Resource Services (HRS) department; assure compliance with applicable policies, procedures, laws, codes, rules, and regulations; maintain confidentiality of sensitive and privileged information. **E**
- Train and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions. **E**
- Oversee and manage the receipt, review and tracking of Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) fingerprint transmittal forms for volunteers, walk on coaches and certificated staff; provide clearance status of applicants to staff; review DOJ responses with applicants and employees. **E**
- Oversee preparation of and approve Board of Education agenda materials relating to personnel including leaves of absence, retirements, resignations, suspensions, and dismissals. **E**
- Oversee the records management of personnel files including retention, microfilming and purging in accordance with established procedures; schedule and conduct employee requested reviews of personnel files; approve employee preferred name requests. **E**
- Respond to court orders, public records requests and subpoenas from attorneys, courts and other government agencies; review and authorize or deny the release of personnel records; confer with legal counsel to assure compliance with applicable laws. **E**
- Oversee and participate in Americans with Disabilities (ADA) accommodation meetings with employees; make recommendations to assist in the return to work of District employees. **E**

- Review, evaluate, and conduct procedural studies of existing personnel work methods and operations, recommend proposals for improvements, and implement modifications for work simplification. *E*
- Develop and prepare procedures, forms and manuals for HRS and participate in formulating and preparing personnel-related materials for exempt, classified, and certificated employees. *E*
- Oversee and manage the operations and activities related to the use and placement of certificated employees for Extended School Year (ESY)/Summer employment. *E*
- Create, review and approve online Vacancy Assignments (VA's); serve as an alternate approver for senior management; participate in classified position tracking and control activities. *E*
- Oversee and manage the creation and distribution of a variety of personnel notifications including Reasonable Assurance and Notice of Assignment letters; approve additional hourly certificated salary schedule placements and assignments. *E*
- Oversee and manage Employment Development Department (EDD) claims and the District's response to claims; attend and represent the District at EDD hearings. *E*
- Research, compile and prepare or direct the preparation of a variety of statistical and narrative reports related to assigned functions; create and maintain a variety of auditable records and files; compose a wide variety of formal correspondence and other written materials. *E*
- Communicate with administrators, personnel and outside agencies to coordinate activities, resolve issues and exchange information; interpret, apply and explain personnel policies, procedures, contracts, laws, codes, rules and regulations. *E*
- Attend a variety of meetings such as Personnel Commission, Board of Education, Principal or site meetings to observe actions, speak publicly about complex personnel issues, respond to questions, and make presentations as requested. *E*
- Review and approve departmental buyouts, contracts, requisitions and supply orders. *E*
- Operate a variety of office equipment including a computer and assigned software; utilize applicant tracking, human resources information systems, spreadsheets, and databases; drive a personal vehicle to conduct work. *E*
- Attend and participate in a variety of meetings, conferences and trainings; maintain current knowledge of laws, codes, rules and regulations; serve on assigned committees; conduct presentations and in-service trainings as requested. *E*
- Perform related duties as assigned.

*Note: At the end of some of the duty statements there is an italicized E which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.*

### **DISTINGUISHING CHARACTERISTICS**

A Human Resource Services Operations Manager plans, organizes and manages the daily operational and administrative activities of the Human Resource Services (HRS) department including a wide variety of processes related to exempt, classified and certificated personnel. Incumbents are required to maintain the confidentiality of sensitive and privileged information and must demonstrate exceptional customer

service, interpersonal skills and positive public relations in their contacts with the public and District employees.

**EMPLOYMENT STANDARDS**

**Knowledge of:**

Functions and operations of a personnel office.  
Practices and procedures related to exempt, classified and certificated personnel.  
Applicable laws, codes, rules, and regulations regarding assigned activities.  
Principles and practices of supervision and training.  
District organization, operations, policies and objectives.  
Bargaining unit contracts and salary schedules.  
Correct English usage, grammar, spelling, punctuation and vocabulary.  
Oral and written communication skills.  
Interpersonal skills using tact, patience and courtesy.  
Public speaking techniques.  
Record-keeping and report preparation techniques.  
Mathematical computations.  
Modern office practices, procedures and equipment.  
Operation of a computer and assigned software.

**Ability to:**

Plan, organize and manage the operational and administrative activities of the Human Resource Services (HRS) department.  
Serve as a resource to District personnel, applicants and others concerning personnel policies, procedures, laws, codes, rules and regulations.  
Interpret, apply and explain applicable laws, codes, rules, regulations and policies.  
Train, supervise and evaluate the performance of assigned staff.  
Foster a teamwork environment and positive organizational relations.  
Communicate effectively both orally and in writing.  
Establish and maintain cooperative and effective working relationships with others.  
Resolve issues and concerns related to assigned activities.  
Demonstrate empathetic listening and interpersonal skills with individuals from varying cultural and socioeconomic backgrounds.  
Compose correspondence and written materials independently.  
Prepare comprehensive narrative and statistical reports.  
Prepare and maintain records and files.  
Research, compile, analyze and verify data.  
Prepare and conduct oral presentations.  
Operate a variety of office equipment including a computer and assigned software.  
Maintain current knowledge of applicable laws, codes, rules and regulations.  
Analyze situations accurately and adopt an effective course of action.  
Make generalizations, evaluations or decisions without immediate supervision.  
Work independently with little direction.  
Maintain confidentiality of sensitive and privileged information.

Complete work with many interruptions.  
Meet schedules and time lines.  
Plan, prioritize and organize work.

**Education and Training:**

Bachelor's degree with coursework in business administration, education, human resources, public administration or a related field.

**Experience:**

Three years of technical or professional human resources experience within a school district or similar civil service organization, including one year in a supervisory or managerial capacity. Experience in a California public school setting is preferred.

A master's degree in public, business, or human resources administration, education or a closely related field may be substituted for one year of the required experience.

Any other combination of education, training and experience, which demonstrates that the applicant is likely to possess the required skills, knowledge or abilities, may be considered.

**SPECIAL REQUIREMENTS**

Positions in this classification require the use of a personal automobile and possession of a valid California driver's license.

**WORKING ENVIRONMENT**

Office environment.  
Frequent interruptions.  
Potential for contact with dissatisfied or abusive individuals.

**PHYSICAL DEMANDS**

Dexterity of hands and fingers to operate office equipment and a computer keyboard.  
Sitting for extended periods of time.  
Seeing to read a variety of materials.  
Hearing and speaking to exchange information in person or on the telephone.  
Bending at the waist, kneeling or crouching to file materials.

**AMERICANS WITH DISABILITIES ACT**

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

**APPOINTMENT**

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of one (1) year during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

PCA: 11/02/2023