

**BOARD OF SUMTER COUNTY COMMISSIONERS
JOB DESCRIPTION**

JOB TITLE: Employee Services Manager

DEPARTMENT: County Administrator

DIVISION: Employee Services

GENERAL DESCRIPTION:

Highly responsible position within the organization developing, implementing, and managing employee programs as assigned, including benefits, wellness, safety, training and development, risk management functions, compensation and classification, employee relations, and staffing management for the Board of County Commissioners (BOCC), the Supervisor of Elections (SOE), and the Tax Collector (TC). This position ensures compliance with applicable rules, regulations, policies, and practices. Supervises Employee Services staff.

ESSENTIAL JOB FUNCTIONS:

1. Daily administration and management of the Employee Services Division, including implementing the County's Human Resources and Risk Management programs related to employee benefits. Prepares budgets, performance measures, and goals for respective areas, ensures that all functions operate within appropriated amounts, and attends meetings as required.
2. Supervises Employee Services staff and programs, which involve instructing, assigning, and reviewing work, planning, maintaining standards, coordinating activities, allocating personnel, acting on employee concerns, selecting new employees, recommending transfers, promotions, disciplinary actions, discharges, and salary increases.
3. Assists in selecting, placement, promotion, training, development, safety, and discipline of employees.
4. Conducts and supervises the investigation of employee misconduct, disciplinary actions, harassment, and other issues; provides guidance and recommendations for problem resolution. Responsible for investigating all complaints of harassment and discrimination.
5. Supervises processing of bills for the Health Fund and Employee Services. Monitors travel, per diem, and education expenses for the division. Reviews payroll for assigned divisions.
6. Researches, reviews, and assists in developing personnel policies, procedures, and contracts/leases. Ensures compliance and proper interpretation of state and federal regulations and procedures. Assures insurance requirements are adequate; sets policy or guidelines for indemnification and insurance requirements. Consults with legal counsel as needed.
7. Supervises and coordinates the acceptance, processing, investigation, and evaluation of all insurance claims, including worker's compensation. Represents the County in trials and mediation hearings. Assists legal counsel with the investigation of all employee-related and insurance-related suits against the County.
8. Manages the employee benefit plan, including health, dental, life, disability coverage, and the Employee Assistance Program for the BOCC, SOE, TC, Property Appraiser, Clerk of Circuit Court, and Sheriff. Counsels employees on retirement benefits and insurance benefits. Coordinates services provided by the Employee Benefits Consultant.

9. Administers the countywide safety program, including the safety committee, safety inspections, training, accident prevention, loss control programs, and other components.
10. Monitors the flow of all personnel-related actions, including the maintenance of all personnel files and records, applicant databases, and job postings. Prepares and maintains position descriptions and position/pay classification databases.
11. Prepares and supplies appropriate information and/or records to managers, supervisors, employees, divisions, and the public as requested or required. Compiles data for and prepares various reports, presentations, recommendations, and other documents required by the County and/or other agencies.
12. Responsible for the training activities, including training needs assessments, design and development of in-house classes, and delivery of training programs.
13. Provides oversight of all portions of Employee Services responsibilities contained within the collective bargaining agreements.
14. In case of an emergency or crisis situation (hurricane, flood, etc.), the position is required to respond/perform emergency and recovery duties as assigned by the immediate supervisor.
15. Employees hired on or after February 1, 2016, must be a tobacco-free person, both on and off the job, for at least one (1) year immediately preceding application and maintain the same tobacco-free status throughout the term of employment.
16. Face tattoos (from ear to ear and hairline of the forehead to the bottom of the chin) are prohibited.
17. Maintains regular physical attendance during normal work hours as assigned at one of the County's offices or work facilities with the ability to work evenings, nights, weekends, and holidays as required.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related marginal duties as requested.)

MINIMUM QUALIFICATIONS:

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the rules, regulations, and procedures of the assigned unit.
- Knowledge and ability to understand insurance policies and excess insurance and detailed aspects of insurance and self-insurance.
- Knowledge of Worker's Compensation per Florida Statutes Chapter 440.
- Knowledge of principles, practices, and procedures of Human Resources administration, including federal, state, and local laws and regulations applicable to public sector human resources operations.
- Ability to work independently in developing, analyzing, preparing, monitoring, and initiating employee plans and programs.
- Ability to supervise the maintenance of various records and the preparation and presentation of routine and special reports.
- Ability to communicate effectively both verbally and in writing
- Ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may require the ability to utilize principles of fractions and/or interpret graphs.
- Ability to learn and understand relatively complex principles and techniques; make independent judgments in the absence of supervision; acquire knowledge of primary occupation topics.
- Ability to learn and acquire knowledge of insurance laws of the state of Florida.
- Ability to review, classify, categorize, prioritize, and analyze data and information.
- Ability to apply principles of rational systems.

- Ability to interpret instructions furnished in written, oral, diagrammatic, or schedule form.
- Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.
- Ability to access, input, and retrieve information from a computer using Microsoft Word and Excel.
- Ability to successfully communicate and interact with employees.
- Ability to utilize a wide variety of reference, descriptive, and advisory data and information.
- Ability to be instructed.

EDUCATION AND EXPERIENCE:

- Graduation from an accredited college or university with a Bachelor's degree in Human Resources, Risk Management, Public Administration, or Business Management.
- Master of Business Administration degree preferred
- Five (5) years of supervisory experience in human resources, benefits administration, or risk management.

LICENSES, CERTIFICATIONS, OR REGISTRATIONS:

- Valid Florida Driver's License and a driving record acceptable to the insurance provider.
- PHR or SHRM-CP certification is required.
- SPHR or SHRM-SCP certification is required within one (1) year.
- Notary Public within ninety (90) days of employment.
- Must possess or obtain the required National Incident Management System (NIMS) certifications within six (6) months of employment.

ESSENTIAL PHYSICAL SKILLS:

- Acceptable vision (with or without correction).
- Acceptable hearing (with or without correction).
- Ability to operate a computer.
- Ability to access file cabinets for filing and retrieval of data.
- Ability to sit at a desk and view a display screen for extended periods.
- Ability to answer the telephone and provide information.
- Walking
- Standing
- Bending
- Stooping
- Must be able to operate a motor vehicle.

ENVIRONMENTAL CONDITIONS:

- Inside in an office environment.
- Works closely with others.

Reasonable accommodation will be made for otherwise qualified individuals with a disability.

FLSA Exempt Status

Revised 01/24/2023