**Director, Human Resources Services Standard Job Description**

**Classification Title:** Director, Human Resources Services

**FLSA Exemption Status:** Exempt

**Pay Grade:** 21

**Job Description Summary:**

The Director, Human Resources Services, under general direction, leads, oversees, and directs operations human resources activities, operations and projects in the Human Resources Department. Leads and oversees one or more human resources functions and/or units. Provides departmental strategic planning and budget management.

**Essential Duties and Tasks:**

**45% Oversight & Management**

* Leads, oversees, and directs operations human resources activities, operations, and projects. Leads and oversees one or more human resources functions and/or units. Provides departmental strategic planning and budget management.
* Serves as a member of the HR Division leadership team under the direction of the Vice President. Advises, develops, and aligns human capital strategy to achieve strategic initiatives.
* Facilitates interactions and escalates awareness and relevant action items to a higher level when warranted. Partners with management to suggest HR solutions that are creative, innovative, effective, and based on best practices and/or research. Suggests content input and offers professional perspective related to university guidelines, policies, regulations, rules, and standard administrative procedures.
* Evaluates effectiveness of human resources within assigned unit to ensure efficiency of processes and personnel while remaining vigilant to compliance aspects with relevant governing standards, policies, procedures, and activities.
* Reviews and/or develops formal and informal messages as appropriate for intended audiences.
* Ensures that communication efforts are consistent with HROE branding, message and management and serves to benefit transparency and promote the “Purpose Driven – People Focused” theme.
* Effectively communicates HROE programs, practices, and policies to employees and management as well as constituencies served – including College and Division leadership.
* May serve as a backup Director in another specialized human resource function in an assigned area, such as benefits, classification and compensation, employee relations, immigration, leave, onboarding, payroll, performance evaluation/management, organization development, recognition/rewards, recruitment, and workers’ compensation.

**15% Projects & Initiatives**

* Participates on or leads project teams as an HR subject matter expert.
* Researches and completes various complex projects, as requested by the HR Leadership in a timely and expeditious manner.
* Participates in executive, management, and staff meetings, as well as University-wide committees.

**25% Leadership & Collaboration**

* Serves as a member of the HR Division leadership team under the direction of the Vice President and/or Associate Vice Presidents as assigned.
* Recommends and participates in the development of HR goals, objectives, and measurements that support the HROE Division.
* Develops and maintains network of professional contacts within the university including peers in HROE and non-HR roles, customers, and management.
* Leads and/or attends human resources trainings and/or informational meetings.
* Recruits, hires, trains, supervises, evaluates performance, and develops professional development plans for assigned staff.

**15% Customer Service**

* Liaises and coordinates with campus departments, divisions, and other System Members to determine specific and unique needs for human resources services and support.
* Responsible for the effective and efficient delivery of services to campus and other customer groups.
* Provides advice, counsel, interpretation and guidance to administration, supervisors, managers and other employees on university rules, regulations, policies, standard administrative procedures, and practices.
* Coordinates employee related matters with international services, faculty affairs, student employment, graduate professional school, research, payroll, and tax to ensure consistency in responsiveness and solutions while prioritizing the unified employee experience.

**Required Education and Experience:**

* Bachelor’s degree or equivalent combination of education and experience.
* Ten years of related experience, to include three years of supervisory experience.

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively with others.
* Ability to facilitate group interactions.
* Ability to work with various populations and create trust and credibility for all human resources program components.
* Investigation and mediation skills.
* Knowledge of supervisory principles.
* Understanding of organizations and group dynamics.
* Strong supervisory and organizational skills.
* Knowledge of word processing and spreadsheet applications.
* Knowledge of HR concepts, principles, and practices.
* Knowledge of state and federal policy in the assigned specialty HR area.
* Excellent written communication, analytical, interpersonal, and customer service.
* Ability to work with a wide range of personalities.
* Ability to communicate with organization leaders.
* Ability to work with sensitive information and maintain confidentiality.

**Machines and Equipment:**

* Computer: 35 hours.
* Telephone: 3 hours.

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* This position is security sensitive.
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU regulations and procedures.
* Works to cover shifts, or take emergency call, on evenings, weekends, and holidays as required.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[ ]  **Yes**

[x]  **No**