

Human Resources Manager

Department: Human Resources/Administration
Reports To: Director of Administration
Revision Date: May 2026

Primary Objective of Position

Provide strategic and operational leadership for all human resources functions to support organizational effectiveness, workforce sustainability, and a positive employee experience. This role partners closely with executive leadership to implement HR strategies, ensure compliance with applicable laws and collective bargaining agreements, and align talent, compensation, and employee development practices with the agency's mission, operational needs, and safety culture.

Essential Functions of the Position

Essential duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific duties does not exclude them if the work is similar, related or logical to the position.

1. Management and Supervision of Staff

- 1.1 Manage employee performance; provide coaching and mentoring, address performance concerns and issue discipline as appropriate
- 1.2 Manage assigned staff in daily HR functions and guidance across all HR functional areas
- 1.3 Support execution of HR strategy in partnership with the DOA
- 1.4 Participate in HR projects and strategic planning initiatives
- 1.5 Provide oversight for all HR functions, including:
 - 1.5.1 Talent acquisition and retention
 - 1.5.2 Compensation and classifications
 - 1.5.3 Benefits and total rewards
 - 1.5.4 Training, development, and onboarding
 - 1.5.5 Performance management and employee engagement

2. Talent Acquisition & Workforce Planning

- 2.1 Collaborate with senior leadership to understand organizational goals related to staffing, recruitment, and retention
- 2.2 Partner with department leaders to identify current and future hiring needs
- 2.3 Implement and oversee best practices in recruitment, selection, and onboarding
- 2.4 Support workforce planning and succession management initiatives

3. Compensation, Classification & Benefits

- 3.1 Conduct job analyses and develop recommendations for classification and compensation changes
- 3.2 Coordinate and review compensation studies and market analysis
- 3.3 Oversee administration of employee benefit programs for union and non-union employees
- 3.4 Partner with Benefit Broker to manage the annual open enrollment process
- 3.5 Research industry trends and recommend improvements to benefit offerings

4. Employee Relations & Compliance

- 4.1 Review and respond to workplace concerns, grievances and complaints, including conducting or overseeing investigations into employee misconduct
- 4.2 Ensure compliance with agency policies, procedures, and collective bargaining agreements
- 4.3 Monitor employment practices to ensure adherence to federal and state laws and regulations
- 4.4 Act as chief negotiator with unions in partnership with the DOA
- 4.5 Provide guidance and support to managers on performance management, employee relations, and conflict resolution
- 4.6 Maintains current knowledge of employee and labor relations trends, legal decision, and statutory changes; conducts research necessary to support contract negotiations and employee relations
- 4.7 Represents Metro Bus in mediation, arbitration and/or other legal proceedings related to policy or contract violation and/or unfair labor practice complaints

5. Training, Development & Employee Experience

- 5.1 Make recommendations regarding training and staff development programs, including onboarding, technical training, and professional development
- 5.2 Support return-to-work and remedial training programs
- 5.3 Partner with leadership to enhance employee engagement and retention
- 5.4 Help create a positive employee experience across all stages of the employment lifecycle
- 5.5 Advise and support leadership on employee relations, performance management, conflict resolution, and disciplinary actions

6. Safety, Risk Management & Compliance Programs

- 6.1 Partner with Training and Safety to support workers' compensation programs, claims management, and return to work provisions\
- 6.2 Oversee unemployment claims and related processes

6.3 Support compliance with Drug and Alcohol program requirements and assist with FTA reporting

6.4 Participate in safety initiatives, employee assistance programs, and related committees

7. HR Operations & Communication

7.1 Oversee and manage HR communications, including development and distribution of policies, procedures, and employee materials

7.2 Ensure consistent interpretation and application of HR policies and practices throughout the organization

7.3 Partner with Training and Safety to provide training and technical assistance to employees, supervisors, and management on HR-related topics

7.4 Support implementation of HR programs, systems, and process improvements

7.4.1 Reviews and updates job descriptions regularly

8. Oversees and manages organizational compliance with employment and labor law requirements

8.1 Administers Triennial Review ensuring compliance

8.2 Responsible for ensuring compliance with state and federal employment laws including, but not limited to, AA/EEO, Title VI, ADAA, Data Practices

8.3 Oversees the Workers' Compensation program including investigating and processing claims, reviewing claims for trends, identifying areas to reduce the number and severity of claims. Oversees the return to work and light duty program

Minimum Qualifications

The job requires a four (4) year degree in human resources, labor relations, business or related field of study and three (3) years of human resource, business, compliance, and/or labor relations experience two (2) years of managerial experience, or an equivalent combination of education and experience.

Knowledge, skills and abilities required include:

- Ability to establish and maintain effective internal and external relationships and able to deal tactfully and courteously with coworkers, customers and clients
- Ability to maintain confidentiality of critical records and information
- Broad knowledge of personnel administration
- Broad knowledge of administration of employee benefits
- Experience in union negotiations
- Considerable knowledge in employment law and human resource best practices including state and federal regulations, staffing, employee relations, performance management and training
- Employ good judgment and make sound decisions in accordance with established procedures and policies. Ability to interpret and explain policies and procedures
- Ability to interpret and work efficiently from written and oral instructions
- Ability to multi-task and manage multiple projects simultaneously with meticulous attention to detail

- Must be able to read and speak English well enough to interpret and explain policies and procedures and effectively communicate with team members. Bilingual a plus
- Must possess a valid driver's license or evidence of equivalent mobility
- Interpersonal skills sufficient to exchange and or convey information, receive work direction, and maintain effective working relationships with all levels of employees, committees and groups and to diffuse situations/conversations that have escalated beyond normal limits

Desirable Qualifications

- PHR, SPHR, or CLRP Certification
- Public Sector experience
- Transit experience

Physical Demands and Working Environment

1. This position is predominately in an office environment requiring extended periods of sitting
2. Utilizes personal computer, phone and other office equipment on a regular basis
3. Will require some travel outside of the office.

Physical Requirements

- | | | |
|------------------------------------------------------|-------------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Balancing | <input type="checkbox"/> Far Vision | <input type="checkbox"/> Pushing |
| <input type="checkbox"/> Carrying | <input type="checkbox"/> Feeling | <input checked="" type="checkbox"/> Reaching |
| <input type="checkbox"/> Climbing | <input checked="" type="checkbox"/> Keyboarding | <input checked="" type="checkbox"/> Sitting |
| <input checked="" type="checkbox"/> Close Vision | <input type="checkbox"/> Handling | <input type="checkbox"/> Smelling |
| <input checked="" type="checkbox"/> Color Vision | <input checked="" type="checkbox"/> Hearing | <input type="checkbox"/> Stooping |
| <input type="checkbox"/> Crawling | <input type="checkbox"/> Kneeling | <input checked="" type="checkbox"/> Talking |
| <input type="checkbox"/> Crouching | <input type="checkbox"/> Lifting # click lbs. | <input checked="" type="checkbox"/> Walking |
| <input checked="" type="checkbox"/> Depth Perception | <input type="checkbox"/> Pulling | <input checked="" type="checkbox"/> Standing |

Working Conditions

- | | | |
|-------------------------------------------------|--------------------------------------------|-------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Atmospheric Conditions | <input type="checkbox"/> Maintenance Shop | <input type="checkbox"/> Vehicle |
| <input type="checkbox"/> Extreme Cold | <input type="checkbox"/> Noise | <input type="checkbox"/> Vibration |
| <input type="checkbox"/> Extreme Heat | <input checked="" type="checkbox"/> Office | <input checked="" type="checkbox"/> No Substantial Exposure to Adverse Environmental Conditions |
| <input type="checkbox"/> Hazards | <input type="checkbox"/> Outdoors | |

This position description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the organization and requirements of the job change.

Metro Bus is an Equal Opportunity Employer in compliance with the Americans with Disabilities Act. It will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Position Indicators

Employment Type/Status:

- Non-Union Union - Teamsters Local 638 AFSCME
- Exempt Non-Exempt Full-Time Part-Time Regular Temporary

Benefit Eligibility: Health & Welfare Benefit Vacation/Sick Leave None

License Required: CDL Class D

Pay Grade: Grade C51