

MINNESOTA STATE COLLEGES AND UNIVERSITIES
[Rochester Community and Technical College]

Employee Name: VACANT	Position Control Number:
Department/Division: Human Resources	Classification Title: MnSCU Excluded Administrator 6
Date Prepared: July 16, 2019	Working Title: Chief Human Resources Officer
<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt: <input type="checkbox"/> Executive <input type="checkbox"/> Professional <input type="checkbox"/> Administrative <input type="checkbox"/> Unlimited <input type="checkbox"/> Seasonal <input type="checkbox"/> Temporary <input type="checkbox"/> Limited	<i>If Exempt, attach required documentation</i> If seasonal, list months during the season worked
<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intermittent Percent if not full-time _____ %	Prepared By: Jeffery Boyd

This position description accurately reflects my current job.		This position description reflects the employee's current job.	
Employee Signature	Date	Supervisor Signature	Date

POSITION PURPOSE: The Chief Human Resources Officer (CHRO) provides leadership and strategic direction for the human resources operation of the College. The CHRO is a trusted advisor whose empathy is demonstrated through inclusiveness and service to others, and who possesses integrity, humility, and an inviting demeanor that puts those around them at ease. The CHRO is sensitive to and possesses an understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of individuals. The CHRO possesses a clear understanding of legal compliance; recruitment and retention; workforce planning and design; talent management; change management; organizational and performance management; benefits administration; onboarding; and training and development. The position oversees the administration of personnel and labor relations contracts/plans/policies for the College employees, performing the duties with significant discretion and substantial involvement in the development, interpretation, and implementation of college and system policies and federal and state laws.

The CHRO serves on the President’s Cabinet and is a senior leader providing comprehensive and confidential advice and assistance to the President. As a member of the President’s Cabinet, the CHRO develops policies and practices on institutional issues, represents the College in system decision-making and represents the College with other external agencies and bodies.

The CHRO is responsible for the day-to-day operation of the division, promoting high quality customer service, and is a champion for continuous quality improvement in all aspects of professionalism and customer service. The CHRO supports the supervisors/managers through the application of a comprehensive performance management system; and provides guidance to supervisors on how to coach, offer continuous feedback and formal performance appraisals, and how to strategically manage employees to support professional growth while employed at the College.

PRINCIPLE RESPONSIBILITIES AND RESULTS

- 1. Employee Development and Management:** Manage and develop employee performance and development systems.
 - a. Work collaboratively with hiring managers to develop and implement the planning functions of the College which respond and align with the College’s hiring policies/practices.
 - b. Collaborate to set priorities and objectives and draft or modify staff development policies to meet goals.
 - c. Coordinate employee onboarding, offboarding, recognition, wellness, new employee orientation, and mentoring programs.
 - d. Manage the employee performance review process.
 - e. Plan and implement systematic evaluations of all personnel programs and projects assigned.

- f. Coordinate, encourage, and research professional development opportunities both on and off campus to promote satisfaction, enhance performance, and provide growth opportunity.
- g. Monitor employee retention progress and stay abreast on climate and culture, ensuring it stays positive and productive.

Priority: Essential Percent of Time: 45%

2. Human Resource Leadership and Management: Provide vision, leadership and strategic direction for the human resources activities of the College.

- a. Serve as a member of the President's Cabinet.
- b. Lead, manage, and provide strategic direction and administrative oversight of the human resources division; supervising, evaluating and promoting professional development opportunities for the employees assigned to the Human Resources Division.
- c. Research, develop, recommend, administer and evaluate policies, procedures, best practices and technology applications for the Human Resources Division to ensure the division is facilitating the College's goals and other related areas effectively and in compliance with federal and state regulations.
- d. Assess future needs; develop, through appropriate consultation with various college constituent groups, short- and long-range goals and priorities for the division.
- e. Analyze staffing allocation and cost efficiencies of personnel utilization to ensure that College human resources are effectively utilized.
- f. Lead and support the College's human resources plan, including evaluating human resources operating procedures; establishing or making appropriate changes.
- g. Work in close collaboration with the other divisions of the College (Vice Presidents, Deans, and Managers) to move the strategic goals of the College forward.
- h. Facilitate effective communication with current and prospective employees so that all constituents are kept accurately informed regarding their rights and responsibilities as a state employee.
- i. Identify critical issues, develop background information, collect and analyze data, prepare position statements, and report on special projects as needed.
- j. Actively participate in system audits, accreditation processes and other college-wide evaluation processes.
- k. Participate in monthly meeting of the system's two-year college chief human resource officers.

Priority: Essential Percent of Time: 20%

3. Labor Relations: Administer and interpret labor contracts/plans.

- a. Serve as the College's grievance liaison and assist managers and employees with informal disputes.
- b. Advise colleagues on the administration and/or interpretation of labor contracts and plans.
- c. Provide input on contract language interpretation and revisions.
- d. Properly apply provisions of the collective bargaining units, ensuring appropriate consultation, shared governance, and transparency.

Priority: Essential Percent of Time: 10%

4. Compliance Administration: Ensure the College complies with federal and state legislation.

- a. Develop, recommend, administer, and assess, as needed, College policies, regulations, procedures, and practices for effectiveness and compliance with federal, state and system regulations, directives and guidelines.
- b. Serve as the College's Affirmative Action Officer (AAO).
- c. Manage the College's Affirmative Action/Equal Opportunity (AA/EO) and the Office of Civil Rights Plans; and ensure compliance with ADA requirements.

- d. Develop and initiate affirmative action/cultural diversity training programs.
- e. Investigate or coordinate the investigation of alleged discrimination/harassment complaints and recommend appropriate resolution.
- f. Promote and maintain an atmosphere that properly deters and responds to discrimination and sexual harassment in the workplace; actively discourages and disciplines behavior that is discriminatory or harassing.

Priority: Essential Percent of Time: 10%

5. **Benefit Administration:** Oversee the compensation programs in accordance with Minnesota Management and Budget and system office guidelines including salary, benefits, workers compensation, and unemployment.
 - a. Manage unemployment claims; serve as the College's representative at unemployment hearings.

Priority: Essential Percent of Time: 5%

6. **Budget Management:** Manage the budgets assigned to the human resources division.
 - a. Develop and administer personnel and non-personnel budgets for Human Resources.
 - b. Monitor expenditures of the approved allocations for the Human Resources area.
 - c. Review the budget allocation process to ensure equity and judicious use of resources needed to meet employees' needs and College productivity targets.
 - d. Approve staff development appropriations or recommend alternatives opportunities.

Priority: Essential Percent of Time: 5%

7. **Perform other duties as assigned:** Ensure the smooth functioning of the department and maintain the reputation of the organization as a viable business partner.

Priority: Secondary Percent of Time: 5%

***Priority:** Essential=if responsibility is reason job exists, is a highly specialized task or one that requires special education or training licensure, requires a great % of time, has a high level of accountability (consequences are considerable to others or the institution if failure to perform), the responsibility is essential; Secondary=if not essential, then responsibility is secondary; **Discretion (optional):** A-Employee investigates situations, makes decisions, takes appropriate action reports by exception and through normal review processes; B=...reports to supervisor immediately after action is taken; C=...makes decisions with supervisor....reports to supervisor immediately after action is taken; D=Employee discusses situations with supervisor before investigation, makes decisions with supervisor, takes appropriate action, and reports to supervisor immediately after action is taken.*

Minimum Qualifications (expected to have to enter job)

Education: Master's degree in Human Resources Management, Personnel Administration, or related field.

Type and length of experience:

- A minimum of five years of successful and progressively responsible professional experience in human resource management in a medium to large organization.
- Experience with collective bargaining and union contract administration
- Demonstrate high level of skills in leadership, management, supervisory, organizational and human relations.
- Demonstrate competence in interpreting and complying with federal and state legislation, and state, system, and College policies.
- Demonstrated genuine commitment to inclusiveness and shared governance in leadership and decision-making.

- Knowledge of principles of continuous improvement and quality management.
- Demonstrated ability to work successfully with persons of diverse backgrounds, and commitment to affirmative action in staffing and operations.
- Demonstrated ability to identify and address issues and concerns in a diplomatic, sensitive, and confidential manner.
- Demonstrated effective written and verbal communication skills.

Preferred Qualifications (*desired but not expected to have to enter job*)

- Advanced degree in human resource management or a related field.
- Experience developing, organizing, and administering budgets
- Experience in public sector human resource management.
- Solid employee relations/labor relations experience, including managing collective bargaining agreements and maintaining sound business relationships with union representatives.
- Demonstrated ability to foster participation of others and to work effectively and collaboratively with employees and students and other constituents of the College.
- Experience in strategic planning, project management and change management.

RELATIONSHIPS

This Position Reports to: College President

- **Supervises:**
 - Employees:
 - 2 FTE Employees - Direct Supervision
 - .25 FTE Employee – Shared Position with other Minnesota State colleges.
 - 3-5 FTE Student Employees

Internal and External Clientele and Purpose of Contact: This position reports directly to the President. This person must develop and maintain effective working relationships with the senior administrators, managers and with system staff. This position must demonstrate effective customer service, communication, and continuous process improvement strategies for the College.

KNOWLEDGES, SKILLS AND ABILITIES:

The Chief Human Resources Officer (CHRO) is accountable for managing and directing human resources for the College. This requires loyalty and compatibility with the College President and with the College's Leadership Team, as well as the ability to establish and maintain productive, collegial and professional working relationships with the internal and external College community. The incumbent assumes complete responsibility for all duties assigned.

This position requires a high level of leadership, management, organizational, and human relations skills including a thorough knowledge and understanding of personnel and labor relations concepts, practices, and processes; competence in prescribing, interpreting, and complying with federal and state legislation, state, system and College policies as well as labor contracts and plans; ability to identify and address problems with diplomacy and sensitivity; ability to analyze and resolve a variety of complex problems; effective written and verbal communication skills; ability to manage change and conflict rationally; ability to work efficiently, decisively, and professionally; ability to direct/conduct and analyze research and prepares written reports for purposes of budgeting and staffing projections; ability to conduct fair and objective investigations (discipline, grievances, discrimination, harassment); and effectively recommend actions on the basis of such investigations and reports. This position must have an enterprise leadership approach that considers both College and system-wide stakeholders when analyzing issues and proposing solutions.

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 regularly required to stand, walk and talk or hear. Manual dexterity required for constant keying. The employee must frequently lift and/or move up to 10 pounds, and occasional overnight travel is necessary.

PROBLEM SOLVING: The CHRO must solve a range of problems and concerns involving individual, group and institutional needs. Problem solving often requires weighing the relative merits of complex factors, negotiating with interested parties and making decisions that are ethical, fair and consistent. Problem solving sometimes requires involving other campus or system personnel and resources to resolve conflicting interests and perspectives.

Creativity is also essential in using staff and physical resources efficiently, identifying new funding sources, and devising innovative strategies to accomplish the goals of the College.

FREEDOM TO ACT

Budget: Position indirectly impacts personnel budget of approximately \$32 million and is directly responsible for operating budgets totaling over \$200,000.

Decision(s) Position Makes and Decision(s) Referred to Higher Authority: Considerable freedom to act is afforded this position in decisions related to resolution of personnel issues; solving operational problems involving single or multiple departments; and generation of innovative administrative practices, program proposals and services that meet College and employee needs and expectations. The incumbent is expected to follow established procedures, suggest improvements to existing procedures, perform tasks in a professional manner, and keep the President informed of developments, issues and improvements. This person is expected to adhere to all federal and state rules and regulations and to College policies and procedures. Consultation, if needed, will be through the President's Cabinet and the President.

All employees must comply with department and institution procedures and policies, system policies and procedures, as well as local, state and federal laws, regulations, guidelines and business and industry standards.

This description is intended to indicate the kinds of tasks and level of work difficulty required of the position. It is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar level of difficulty.

Minnesota State Colleges and Universities is an Equal Opportunity employer/educator committed to the principles of diversity.