



DATE ISSUED: 11/07
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Director, Human Resources Employee Services

JOB SUMMARY

This position oversees eight employees and is responsible for the Employee Services section within the Office of Human Resources. The functional areas of oversight include but not limited to Payroll, Benefits, Reconciliation and the Records functions. Oversees services provided to customers including the daily interaction between Faculty and Staff customers and The Office of Human Resources. Ensures the synergy of this section and coordinates overlapping issues within its functional areas and the Professional Services section. Work is performed under limited supervision with broad latitude for initiative and independent judgment and performance evaluation is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Associate Vice President for Human Resources

Supervises: Human Resources Employee Services Staff

PRIMARY DUTIES - May include, but not limited to the following:

Provides leadership and vision for Human Resources Employee Services.

Partners with Director of Professional Services to ensure alignment of strategy and initiatives within all of the Human Resources functions and to ensure consistent and accurate interpretation and applications of human resources policies and procedures.

Sets goals for the work unit and organizes resources to achieve goals.

Develops and implements an effective flow of information between the Office of Human Resources and the university community to solicit support for HR objectives and to achieve a positive public image.

Responsible for the administration and overall quality and consistency of customer service provided by Human Resources Employee Services.

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Interprets policies, rules and regulations; reviews practices and procedures, and makes recommendations for changes as appropriate.
Ensures compliance with state and federal laws, regulations, standards and guidelines.
Analyzes complex situations and proactively identifies possible solutions.
Answers policy and practice questions for area of responsibility.
Understands HR business processes and proactively recommends and implements technology solutions for improving process efficiency.
Consistently manages and monitors compliance with policy and strategic planning for the University's Human Resources Information Systems (HRIS) needs.
Answers systems procedure questions relating to Human Resources Employee Services.
Anticipates needs and develops methods for re-engineering University's HRIS and business processes.
Approves security access for Human Resources Information Systems.
Prepares human resources reports submitted to university officials, federal and state agencies.
Directs needs assessment for training and staff development of Human Resources Employee Services area to enhance the effectiveness of employee performance in achieving the goals and objectives.
Duties are subject to change as scope of position is developed and broadened.
Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

Participates in training of university staff and faculty on HRIS needs and requirements.
Represents Human Resources on university committees.
Monitors online personnel transactions.
Performs other duties as requested.

EDUCATION

Bachelor's degree and a CPA, or bachelor's degree in accounting/finance with an advanced related degree. PHR/SPHR certification preferred.

EXPERIENCE

Eight years of progressively responsible experience in Human Resources including substantial Payroll, Benefits, Reconciliation, and Records knowledge at a professional/managerial level; two years of HRIS; Oracle HRMS preferred within a Human Resources department. Higher education or Texas state agency experience highly preferred.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Ability to plan, direct, and evaluate a complex operation, using manpower, time, funds, and other resources for the accomplishment of long-term and short-term goals of the institution.

Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.

Ability to provide administrative guidance within area of responsibility, providing direct training and supervision as needed.

Ability to apply budgetary and fiscal planning techniques within financial constraints.

Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.

Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.

Ability to communicate effectively orally, by phone, in person, and in writing.

Ability to use a personal computer and other office equipment.

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 occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must have the ability to occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include ability to distinguish the nature of objects by using the eye.

WORK ENVIRONMENT

Supervisors are responsible for maintaining an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed indoors in an office setting. The noise level is usually moderate to loud. While performing the duties of this position, the employee may be required to travel.

SAFETY

Supervisors are responsible for the safety of their employees by creating and maintaining a safe work environment. New employees should be provided with safety instruction during the first 30 days of employment and receive, as applicable, annual refresher safety training. Supervisors should operate equipment safely and report any unsafe work conditions or practices to Management or Safety Coordinator. Supervisors should insure that employees work in a safe

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manner and submit injury/accident reports to the Office of Human Resources within 24 hours of notification.

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

Employee Signature: _____ **Date:** _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.