

# LIBRARY PERSONNEL OFFICER

*The Milwaukee Public Library (MPL) is committed to providing the highest quality of services to internal and external customers. In meeting this commitment, employees are expected to be knowledgeable, competent, dependable, and courteous in the performance of their job responsibilities and to work cooperatively as part of a team.*

**PURPOSE:** Under the general direction of the Library Director, the Library Personnel Officer has full responsibility for the administration of the human resource and organizational development function of the Milwaukee Public Library System, staffed by over 300 employees serving in multiple facilities across the City of Milwaukee, including FLSA-exempt employees (management and hourly), as well as FLSA-covered employees in three unions. The Library Personnel Officer serves on the Library Administrative Team with a focus on HR policies, strategies, and initiatives in support of the Library's vision and core values. Responsibilities include human resource administration, organizational development and training, employee relations, labor relations, equal employment opportunity, employee safety and wellness, and other related duties. The Library Personnel Officer plays a pivotal role in ensuring that staff members have the competencies to succeed in a dynamically-changing environment and to provide the highest level of service to their customers.

## **ESSENTIAL FUNCTIONS:**

### **Human Resource Administration:**

- Oversees staffing functions and activities, including job analysis, recruitment, interviewing, selection, background investigations, and pre-placement and placement requirements.
- Oversees administration of salaries and benefits to ensure compliance and equity within the organization and in conjunction with city service rules and union contracts. Maintains related records, forms, and reports.
- Applies knowledge of federal and state employment laws and statutes, local ordinances, City Service Commission rules, and collective bargaining agreements to all personnel-related activities, decisions, and reporting within the Library; remains abreast of on-going court interpretations and changes in related laws.
- Develops, interprets, revises, and advises staff regarding employment-related policies, procedures, and work rules; makes recommendations to the Library Director and Library Board of Trustees regarding new or changed rules; and oversees maintenance and distribution of the Employee Handbook.
- Administers the department's sick leave control and FMLA programs.
- Ensures that job descriptions are developed, reviewed, revised, and disseminated to respective staff.
- Participates in the development of the annual departmental operating budget, particularly related to staffing.
- Oversees departmental response to unemployment compensation claims and represents the department at appeal hearings.
- Manages a staff of three, including both professional and clerical employees.

### **Organizational Development and Training:**

- Plans, develops, implements, and manages a comprehensive staff training and organizational development program for all Library personnel, including assessing needs, coordinating employee participation in external training programs and conferences, conducting or coordinating skill development programs in-house, recommending the annual training budget, and chairing the Training Steering Team.

### **Employee Relations:**

- Administers performance review program to ensure effectiveness, compliance, and equity within the department. Provides direction to managers regarding employee performance and disciplinary matters.
- Handles personnel matters including fielding questions, counseling employees, addressing work-related problems, resolving conflicts, and recommending courses of action.

### **Labor Relations:**

- Oversees union contract administration with three unions; advises Library managers on labor contract issues; coordinates Library involvement in the grievance process, including representing the department at hearings; and makes recommendations to the Library Director related to contract negotiations.
- Serves as liaison to the Department of Employee Relations, the Labor Relations Division, and the Office of the City Attorney on employment-related matters; represents the department at meetings of the City Service Commission and the Finance and Personnel Committee of the Common Council.

### **Equal Employment Opportunity:**

- Serves as the department's Diversity, EEO, ADA, and civil rights officer, ensuring compliance with laws.

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- Manages employment investigations stemming from allegations of discrimination or harassment, including preparing formal responses to complaints in conjunction with other City agencies. Represents the Library before the Library Board of Trustees, the EEOC, and the Wisconsin Department of Workforce Development.

### **Employee Safety and Wellness:**

- Serves as the department's safety officer; administers the department's employee accident reporting and investigation, OSHA compliance, injury pay, and workers compensation; and oversees wellness initiatives.

### **Volunteers/Field Placements/Cooperative Work Programs:**

- Oversees recruitment and placement of volunteers, including background checking of applicants.
- Works with students seeking MPL field placement, including assessing interests and making referrals.
- Manages participation in cooperative work programs.

### **Miscellaneous:**

- Manages special projects and conducts special personnel-related studies and analyses as requested by the Library Director and performs other related duties as assigned.
- Coordinates the periodic review and revision of all system-wide procedures in the Library's Procedure Manual.
- Serves on City's EAP Steering Team and on various Library and City ad hoc committees.
- Participates in outreach activities such as speaking to groups about Library employment or personnel administration.
- Participates in professional associations, attends training, and reads current publications to maintain up-to-date expertise on human resources and library-related issues.

### **CONDITIONS OF EMPLOYMENT:**

- The Library Personnel Officer is expected to work some evenings and weekends as well as to work in excess of 40 hours per week as necessitated by the needs of the Library.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.*

### **MINIMUM REQUIREMENTS:**

1. Bachelor's Degree in human resources management, industrial or labor relations, psychology or behavioral science, public administration, business administration, or a closely related field from an accredited college or university.
2. Five years of progressively responsible human resources management experience performing duties related to this position.  
*Equivalent combinations of education and experience may also be considered.*
3. Valid driver's license at the time of appointment and throughout employment.
4. Residence in the City of Milwaukee within six months of appointment and throughout employment.

### **DESIRABLE QUALIFICATIONS:**

- Master's Degree in a related field.

### **KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:**

- Knowledge of the principles and practices of human resources administration, including recruitment and staffing, organizational development and training, employee relations, labor relations, equal employment opportunity, and employee safety and wellness.
- Thorough knowledge of and ability to interpret and effectively apply federal and state employment laws as well as basic familiarity with civil service systems.
- Ability to read and understand complex documents.
- Exceptional oral and written communication skills.
- Excellent interpersonal skills; ability to interact effectively and collaboratively with staff, union representatives, other municipal employees, elected officials, educational and community leaders, and the public.
- Ability to supervise and train staff.
- Ability to conduct effective presentations before groups large and small.
- Ability to provide excellent customer service to people from varied cultural, educational, and socioeconomic backgrounds.

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- Listening, persuasion, and negotiation skills.
- Ability to remain calm and effectively handle very sensitive or difficult inquiries and complaints.
- Honesty, integrity, and the ability to maintain confidentiality.
- Ability to effectively organize and accomplish work.
- Ability to manage competing, challenging, and ever-changing priorities.
- Skill in identifying, analyzing, and solving complex problems.
- Ability to make sound decisions independently based upon experience, knowledge, and training.
- Skill in long-range and strategic planning.
- Ability to use standard computer applications such as word processing, spreadsheet, presentation, database, and the Internet
- Ability to learn and use human resources management software, including reporting features.
- Knowledge of statistics and research techniques.

**CURRENT SALARY (SG 07) IS:** \$53,519-\$74,922 annually with excellent benefits. Recruitment is normally at the beginning of the range.

**THE SELECTION PROCESS** will be job related and will consist of one or more of the following: training and experience evaluation; written, oral or performance tests; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after **December 10, 2010**. Receipt of applications may be discontinued at any time after this date without prior notice, however, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified by mail of the date, time and place of the examination.

**APPLICATIONS** and further information may be obtained in person or via mail from City of Milwaukee Department of Employee Relations, 200 E Wells St, Room 706, Milwaukee WI 53202-3554, from [www.milwaukee.gov/jobs](http://www.milwaukee.gov/jobs), or by calling 414.286.3751.

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