

January 5, 2022

TITLE: Supervisor, Human Resources Shared Services
EMPLOYMENT TYPE: Exempt (Full-Time)
DEPARTMENT Human Resources
PAY RANGE: \$1,913 - \$2,870 per week (\$99,511 - \$149,267 estimated annual)
APPLICATION DEADLINE: **Friday, January 28, 2022**
WORK LOCATION: San Carlos, CA

GENERAL DESCRIPTION:

The Supervisor, Human Resources Shared Services reports to the Director, Human Resources, and is responsible for the human capital management (HCM) system and the workflow processes of day-to-day operations of human resources shared services (HRSS) including effecting wage and benefit plan changes and updates for the San Mateo County Transit District (District).

EXAMPLES OF ESSENTIAL FUNCTIONS:

- * Act as subject matter expert and functional lead for the human capital management (HCM) system and liaise with internal stakeholders and vendors regarding core HR and benefit modules.
- * Oversee the administration of human resources shared services (HRSS) which includes day-to-day operations related to HR data input in the HCM system. Oversee and assign work to HR Specialists performing day-to-day HRSS transactions.
- * Responsible for the monitoring, developing, and improving core HR and benefit standard operating procedures (SOPs) for efficiency.
- * Responsible for Position Management for approved budgeted full-time positions.
- * Responsible for the establishment, maintenance, and security of personnel records and employee benefits files.
- * Supervise staff. Hire, mentor and take appropriate corrective and/or disciplinary action. Ensure EEO policies and procedures are followed. Participate in selection of staff. Coordinate staff training and professional development. Establish performance objectives. Monitor and evaluate employee performance.

EXAMPLES OF DUTIES:

- Responsible for the day-to-day operations including assigning work to HR Specialists in processing of benefit, employee contact information, new hires, terminations, and wages updates; and processing of HR and benefits billing and payments.
- Responsible for the review and update of the HCM system as it pertains to core HR and benefits modules. Responsible for annual table changes and updates in HCM system.
- Responsible for standardizing and recording business processes, improving, and monitoring the data quality within the HCM system. Identifies and develops continuous improvement strategies in order to identify efficiencies and continue to streamline processes.
- Ensure the appropriate work allocation for HRSS team members.
- Responsible for the training of HR Specialists on District, department and health and retirement system policies and procedures to ensure compliance.
- Work closely with Director, HR to manage 1:1 position management and organization structure updates including organization charts and position budgeting reconciliation.

- Ensure proper metrics and reporting are established to measure all HRSS activity.
- Performs scheduled and ad hoc quality assurance audits in order to improve employee experience.
- Work closely with IT to create and update departmental reports to support HR Shared Services. Writes ad-hoc queries and reports as needed.
- Coordinate testing of new functionality and routine support pack initiatives (introduction of software updates/fixes).
- Evaluate job performance of staff, which also includes the professional development of staff through the identification of on-the-job and other professional development opportunities.
- Perform all job duties and responsibilities in a safe manner to protect yourself, fellow employees and the public from injury or harm. Promote safety awareness and follow safety procedures in an effort to reduce or eliminate accidents.
- Perform other duties as assigned.

SUPERVISION:

Works under the general supervision of the Director, Human Resources, who establishes goals and objectives and evaluates performance.

MINIMUM QUALIFICATIONS:

Sufficient education, training, and experience to demonstrate the knowledge and ability to successfully perform the essential functions of the position. Development of the required knowledge and abilities is typically obtained through but not limited to:

- Bachelor’s degree in Human Resources Management, Business Administration, or closely related field.
- Three years of full-time professional experience in one or more human resources program administration in benefits, HCM, human resources shared services, or related.
- Two years supervisory experience.

PREFERRED QUALIFICATIONS:

- Must have experience with an automated HCM system (PeopleSoft is desirable).
- Must have effective written and oral communication skills.
- Must be proficient with Microsoft Office Suite.

SELECTION PROCESS MAY INCLUDE:

The selection process may consist of an evaluation of the applicant’s qualifications, panel interview, practical exercise and/or internal Department interviews. Upon completion of the selection process, an offer of employment may be conditionally based upon the successful completion of employment and education verification and criminal background check.

BENEFITS:

For additional information on SamTrans benefits, please visit, <https://www.smctd.com/jobs.html#benefits>

Holidays: Seven paid holidays, plus up to four floating holidays per year

Paid Time Off: Up to 26 days (PTO) per year

Cafeteria Plans: Medical, dental, vision care, group life insurance and more

Transportation: Free Bus Transportation for employees and qualified dependents

Pension: Social Security and California Public Employees Retirement Systems (CalPERS)

- Classic Members – 2% @ 60 benefit formula, 3 year average of highest compensation
- New Members – 2% @ 62 benefit formula, 3 year average of highest compensation

HOW TO APPLY:

- To apply, please visit the www.smctd.com/jobs.html. Complete an online employment application by 11:59 pm on Friday, January 28, 2022. A resume will not be accepted in lieu of the application. Incomplete applications will not be considered.
- The Human Resources Department will make reasonable efforts in the recruitment/examination process to accommodate applicants with disabilities upon request. If you have a need for an accommodation, please contact the Human Resources Department at (650) 508-6308.
- SamTrans celebrates diversity and is committed to creating an inclusive, and welcoming workplace environment. We are an Affirmative Action/Equal Opportunity Employer. Minorities, Women, Persons with Disabilities and Veterans are encouraged to apply.