

MANAGER, RECRUITMENT AND EMPLOYMENT SERVICES

DEFINITION

To plan, coordinate, implement, direct, manage, monitor, review and evaluate the programs, services, activities, and operations of College-wide recruitment and employment services; coordinate assigned activities in coordination with other departments and outside agencies as appropriate; work collaboratively with others to accomplish goals and objectives; exercise leadership in identifying and recommending new practices and/or improvements to service area; provide highly responsible and complex administrative support; and perform a variety of other related duties as needed to address business needs and changing business practices.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the assigned managerial personnel. Exercises direct and general supervision over staff.

CLASS CHARACTERISTICS

This is a management classification which plans, organizes, manages, provides direction and oversight, and participates in all operations, activities, and services of the program or department. The incumbent is responsible for providing support to the campus and community related to the assigned area. The incumbent assists in a variety of administrative, coordinative, analytical, and liaison capacities. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the assigned managerial personnel in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in managing departmental work.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, develops, coordinates, implements, manages, monitors, reviews, controls and evaluates the programs, services, activities and operations of recruitment and employment services, including temporary and adjunct faculty employment, and manages the development and implementation of goals, objectives and priorities related to assigned service area.
2. Participates in the development, implementation and ongoing administration of personnel policies and procedures.
3. Exercises leadership and plans, coordinates, directs, and implements, through subordinates, the work plan for assigned service area; assigns and prioritizes projects; reviews and evaluates work methods and procedures; meets with key staff to identify and resolves problems.
4. Assists with the selection, training, motivation, and direction of department assigned personnel.

5. Supervises and evaluates assigned staff and evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline procedures; responds to staff questions and concerns.
6. Oversees recruitment activities and develops a cohesive recruitment and employment plan that promotes and achieves objectives of providing equal employment opportunity, diversity, equity, and inclusion and is in compliance with State of California and federal laws and regulations.
7. Oversees and coordinates recruitment activities that promote the College and serve to attract qualified candidates, including College participation at job fairs, and development of marketing and recruitment materials, such as brochures, job announcements and advertisements.
8. Coordinates on-boarding activities; ensures College Payroll Department receives timely and accurate information on salary placement and hiring transactions; directs preparation of Board agenda items for personnel matters.
9. Serve as the College's designated Department of Justice Custodian of Records.
10. Review fingerprint reports and make regarding employment based on established guidelines.
11. Provides research and reports as requested on matters involving recruitment and makes recommendations for the resolution of issues related to these functions.
12. Investigates and resolve screening and selection committee process and procedure concerns.
13. Assures the timely and accurate preparation and maintenance of personnel records; ensure accurate and efficient processing of employment transactions according to established legal and policy requirements; and ensures that confidentiality of information is maintained.
14. Assists in the development of the department budgets; and administers, monitors, and controls the budget for assigned area.
15. Maintains information related to assigned area as necessary; and prepares reports for internal and/or external reporting, including mandated state and federal reporting.
16. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
17. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
18. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
19. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
20. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
21. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
22. Performs other related duties as assigned consistent with the intent and scope of the position.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
3. Effective recruitment and employee hiring practices.
4. Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
5. Principles and practices of public agency budget development and administration and sound financial management policies and procedures.
6. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
7. Organization and management practices as applied to the development, analysis, and evaluation of programs and operational needs of the assigned department.
8. Record-keeping principles and procedures.
9. Modern office practices, methods, and computer equipment and applications related to the work.
10. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
11. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, various socio-economic, and ethnic groups.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Develop, lead, and implement resources and programming towards the goal of being diverse, equitable, inclusive, socially just, anti-racist, and accessible in academic and work environment.
5. Recommend and implement goals, objectives, and practices for providing effective and efficient services.
6. Develop a program budget within state and local constraints; manage and monitor complex projects, on time and within budget.
7. Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
8. Evaluate and develop improvements in operations, procedures, policies, or methods.

9. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
10. Design training programs, documentation, and deliver presentations on a variety of related topics.
11. Establish and maintain a variety of filing, record-keeping, and tracking systems.
12. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
13. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
14. Communicate effectively through various modalities.
15. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
16. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understands the scope of authority in making independent decisions.
17. Maintain regular attendance at work to perform essential job functions.
18. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to graduation from a regionally accredited four-year college or university with major coursework in human resources, business administration, public administration or similarly-related field; and
2. One (1) year of increasingly responsible human resource management and supervisory experience, including or supplemented by recruitment experience in a public agency.
 - a. Additional full time equivalent years of experience can be substituted for the required education on a year-for-year basis up to two (2) years.

Desirable Qualifications:

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses & Certifications:

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; and the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 8/2023