



  
**ALLIANCE**  
RESOURCE CONSULTING LLC

Human Resources Department and  
City Manager's Office of Employee  
Relations Director  
City of San José, CA

# The Opportunity

A national search is underway to attract a strategic, innovative, and experienced local government executive to serve as the City of San José's next Director of the Human Resources Department and the City Manager's Office of Employee Relations. This is an incredible opportunity for a collaborative leader who will lead the planning, organizing, and directing of a comprehensive human resources management program with oversight of the functional areas of responsibility including employment and classification/compensation, workforce learning and development, benefits and wellness administration, strategic support and workers' compensation, health and safety. This leader will also be responsible for the delivery of an effective employee relations program and act as the City's Chief Labor Negotiator with the City's 12 bargaining units. The Human Resources Department and City Manager's Office of Employee Relations Director reports to and serves as a key advisor to the City Manager.

## The City of San José

Known as the "Capital of Silicon Valley," the City of San José plays a vital economic and cultural role anchoring the world's leading region of innovation. Encompassing approximately 181 square miles at the southern tip of the San Francisco Bay, San José is Northern California's largest city and the 13th largest city in the nation. With nearly one million residents, San José is one of the most diverse large cities in the United States. San José's transformation into a global innovation center has resulted in one of the largest concentrations of technology companies and expertise in the world, including major tech headquarters like Cisco, Adobe, Zoom, Samsung, and eBay, as well as start-ups and advanced manufacturing. The City of San José has twice been named "The Most Innovative Large City in America" by the Center for Digital Government.

San José's quality of life is unsurpassed. Surrounded by the Diablo and Santa Cruz mountain ranges and enjoying an average of 300 days of sunshine a year, residents have easy access to the beaches along the California coast, including Santa Cruz, Monterey, and Carmel; Yosemite and Lake Tahoe in the Sierra Nevada; local and Napa Valley wine country; and the rich cultural and recreational life of the entire Bay region. San José has received accolades for its vibrant neighborhoods, healthy lifestyle, and diverse attractions from national media, including Business Week and Money magazines. For more information about the unparalleled quality of life in San José, please visit <https://www.sjeconomy.com/why-san-jose>.

In 2011, the City adopted *Envision San José 2040*, a long-term growth plan that sets forth a vision and a comprehensive road map to guide the City's anticipated growth through the year 2040. The Plan embodies the City's "more urban future," proactively directs significant anticipated growth in new homes and workplaces into transit-accessible, infill growth areas and supports evolution toward a more urban landscape and lifestyle. The San José area is powered by one of America's most highly educated and productive populations. More than 40% of the workforce has a bachelor's degree or higher, compared with 25% nationally. Forty percent of San José residents are foreign-born, and 50% speak a language other than English at home. San José is proud of its rich cultural diversity and global connections, as well as the essential role the city plays in connecting residents and businesses to the nation and the world.

## The City Government

The City of San José is a full-service Charter City and operates under a hybrid Council-Manager form of government. The City Council is comprised of 10 Council Members elected by district and a Mayor elected at-large. The City Manager, who reports to the Council, and her executive team provide strategic leadership that supports the policy-making role of the Mayor and the City Council and motivates and challenges the organization to deliver high-quality services that meet the community's needs. The City actively engages with the community through Council-appointed boards and commissions.

In addition to providing a full range of municipal services, including police and fire, San José operates an international airport, a municipal water system, a regional wastewater treatment facility, over 200 neighborhood and regional parks, and a library system with 24 branches. The City also oversees convention, cultural, and hospitality facilities, including the San José McEnery Convention Center, Center for the Performing Arts, California Theater, Mexican Heritage Plaza, and the SAP Center at San José—home of the National Hockey League's San José Sharks.

City operations are supported by 6,994 full-time equivalent positions and a total budget of approximately \$6 billion for the 2024-2025 fiscal year. San José is dedicated to maintaining the highest fiscal integrity and earning high credit ratings to ensure the consistent delivery of quality services to the community. Extensive information regarding San José can be found on the City's website at [www.sanjoseca.gov](http://www.sanjoseca.gov).

# The Human Resources Department and City Manager's Office of Employee Relations Overviews and Position

The Human Resource Department's mission recognizes that our employees power the City of San José and our success as a City is dependent on our ability to create a dynamic and engaged workforce. Our employees' ability to provide excellent service is strengthened when we invest in attracting talent, providing opportunities for career growth, enabling an environment focused on health, safety, and wellness, and retaining a diverse workforce in a workplace that is equitable and inclusive. Supporting this work is a staff of 60 full time equivalent positions with an annual operating budget of approximately \$140 million. The Human Resources Director's Executive Management Team includes an Assistant Director and Deputy Director.

The Human Resources Department provides five core services:

- 1. Employee Benefits and Wellness** - Provide benefit and wellness programs that best meet the needs of employees, retirees, their dependents, and the City, and assist participants in effectively utilizing their plans.
- 2. Employment and Classification/Compensation** - Facilitate the City's ability to attract and hire a diverse and talented workforce.
- 3. Workers' Compensation, Health and Safety** - Provide services that promote employee health, safety, and well-being.
- 4. Workforce Learning and Development** - Provide Citywide employee training and pipeline development programs that support employee recruitment, growth, engagement, and retention.
- 5. Strategic Support** - Manage, support, and process fiscal and transactional services and projects for all of the Human Resources department and some Citywide processes and projects.

Additional information regarding the Department's core services, related programs, and budget can be found in the [Human Resources Budget Summary](#).

The City Manager's Office's mission is to provide strategic leadership that supports the Mayor and the City Council and motivates and challenges the organization to deliver high quality services that meet the community's needs. The Office of Employee Relations is one of seven offices within the City Manager's Office that contributes to the success of this mission by representing the City Manager in various labor relations issues and negotiating on behalf of the City with 12 bargaining units on wages, hours, and other terms and conditions of employment; and manages employee relations matters and advises and assists departments regarding strategies and due process requirements when dealing with employee sub-performance or misconduct. Supporting this work is a staff of 11 full time equivalent positions with an annual operating budget of approximately \$2.9 million. The Employee Relations Director's Executive Management Team also includes an Assistant Director and Deputy Director. Additional information on the regarding the City Manager's Office can be found in the [Office of the City Manager Budget Summary](#).

Executive success in the City of San José is defined by an ability to model and sustain work that delivers on the City Manager's *One Team* Leadership Values and Expectations. The City of San José is seeking proven Human Resources and Employee Relations Director candidates with a passion for working in a fast-paced and high-profile environment who bring their executive leadership capabilities, in addition to the following specific knowledge, skills, and abilities:

- ▶ Knowledge of principles of human resources management and public administration.
- ▶ Ability to analyze technical and administrative human resource problems and make sound recommendations for their solutions.
- ▶ Proven ability in ensuring compliance with human resources laws and regulations.
- ▶ Knowledge of the techniques of recruitment and employee selection.
- ▶ Knowledge of methods to establish and maintain comprehensive classification and compensation plans.
- ▶ Ability to administer and manage medical, dental, and other voluntary and non-voluntary benefit plans and funding.
- ▶ Ability to manage and provide for state-mandated workers' compensation benefits and employee health services.
- ▶ Ability to manage a comprehensive city-wide employee safety program.
- ▶ Ability to develop and manage a comprehensive city-wide employee training and development program to support employee retention and advancement.

- ▶ Demonstrated ability to facilitate effective labor-management relations in the City by seeking to balance the interest of City employees and management while pursuing the policy goals of the City Council.
- ▶ Knowledge of public sector bargaining laws and a proven track record of negotiating labor agreements, including with police and fire, to an effective conclusion in an organization faced with financial challenges.
- ▶ Demonstrated ability to interpret and apply collective agreements and employee policies and procedures to resolve employee grievances.
- ▶ Understanding of employee investigation principles and techniques.
- ▶ Demonstrated ability to recruit, manage, and retain a high performing workforce, including building a positive workplace culture, implementing effective and transparent communications, and ensuring internal staff development.
- ▶ Ability to direct sound fiscal operating and control policies.
- ▶ Commitment to racial and social equity in the approach to departmental work.
- ▶ Outstanding interpersonal, verbal, and written communication skills which enable the ability to engage, build trust, and sustain positive working relationships across a range of internal and external stakeholders and partners; unbiased, clear, concise, and data driven presentation of information and recommendations to the City Manager, Mayor and City Council, and other stakeholders on complex, controversial, or sensitive issues; and the ability to be persuasive with and sensitive to the diverse needs and backgrounds of individual stakeholders in the labor relations process.
- ▶ Ability to deal tactfully and effectively with others in difficult/controversial situations and to work effectively under stressful situations involving confrontation and conflict.

## Education and Experience

**Education:** A Bachelor's Degree in public administration, business administration, or a discipline related to the business performed by the department. A Master's Degree in public administration, business administration, or a discipline related to the business performed by the department is preferred.

**Experience:** Ten (10) years of progressively responsible professional experience that demonstrates proficiency at the management and policy making levels of a corporate or public organization responsible for a complex range of programs and activities, including five (5) years at a human resources management and policy-making management level.

## Compensation

The annual salary range for this position \$192,774 to \$312,257. In addition to the above mentioned compensation, this position receives an approximate five percent (5%) ongoing non-pensionable compensation. The final candidate's qualifications and experience will determine the actual salary. For more information on employee benefits, visit the City's [Human Resources Benefits website](#).

## Recruitment Process

This recruitment will be handled with strict confidentiality. References will not be contacted until mutual interest has been established. Confidential inquiries are welcomed to:

Sherrill Uyeda

Office: (562) 901-0769 x331

E-mail: [suyeda@alliancerc.com](mailto:suyeda@alliancerc.com)

Interested candidates are encouraged to apply online including a cover letter and resume by **Monday, October 21, 2024** at [www.allianceRC.com](http://www.allianceRC.com).

In-person City interviews are tentatively scheduled to be conducted on **November 7, 2024**.

*The City of San José is an equal opportunity employer. Applicants for all job openings will be considered without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, veteran status, or any other consideration made unlawful under any federal, state or local laws. The City of San José is committed to offering reasonable accommodations to job applicants with disabilities.*