



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 403.0

Job Title: **SENIOR CLIENT RELATIONS MANAGER**

Pay Grade: 29

GENERAL SUMMARY:

Directs the Client Department's Human Resources (HR) operations to ensure timely, value-added solutions, service delivery and effective relationships are maintained for the Client Department business needs through coordination, management, administration, implementation and operation of various Human Resources services, policies, projects and programs. Delivers strategic and organizational management to align HR organizational goals and Departmental goals for the achievement to attract and retain a high performance workforce.

RESPONSIBILITIES:

- Manages, trains, develops, counsels and evaluates staff performance.
- Acts as a primary liaison and strategic Sr. Client Relations manager to assigned departments to ensure all human resources needs are met in a timely and effective manner.
- Collaborates with internal business partners and clients to identify HR needs for the Client Department.
- Plans, develops, implements and monitors various strategic HR initiatives, activities, programs and systems to meet the Client Department's need to attract and retain a competent workforce.
- Directs and leads Human Resources strategies, initiatives and programs that support an employee-oriented, high performance culture that aligns with assigned Client Departmental missions and goals.
- Participates in development of strategic workforce plans, talent management, recruitment and succession planning to meet the business needs of the assigned Client Department through strategy formulation, execution, implementation and evaluation methodologies.
- Provides effective leadership in a matrix managed organization team to ensure effective and efficient delivery of client's business needs and utilizes strategic planning.
- Coordinates the preparation, implementation and monitoring of the budget and expenditures.
- Interprets and provides consultation on HR policy and procedures to advise managers and employees on a wide range of complex human resources issues.
- Manages and fosters effective working relationships in a matrix organization.
- Effectively manages the design and implementation of multiple human resources services, plans and projects.
- Establishes, reviews, and revises policies, procedures, and guidelines.
- Demonstrates talent in influencing and facilitating collaborations between various municipal divisions/departments and employees.

- Demonstrates knowledge and understanding of unique municipal challenges and up-to-date applicable human resources strategies to enhance organizational effectiveness.
- Embraces, drives and recommends necessary changes based on the operational strategies of the City, the Client departments and the Human Resources department.
- Demonstrates a broad based knowledge in all areas of human resources; shows desire and willingness to continuous learning and to stay current with best human resources practices, processes and technologies.
- Demonstrates the understanding that the position is held to a higher set of standards by both client departments, human resources department and subordinates; making decisions and taking actions that are consistent with the department's values, priorities, objectives and strategies; taking personal accountability for modeling the appropriate behaviors in all situations.
- Manages, develops, coaches and evaluates human resources generalist staff in all areas of human resources, encourages staff for continuous improvement of knowledge, skills and ability; helps developing successors and talent pools both for the customer departments and the human resources department.
- Manages allocated budget as well as procurement relationships with vendors.

SPECIFICATIONS:

KNOWLEDGE:

Requires a Bachelor's degree in Business Administration, Human Resources, Liberal Arts or a closely related field

License: None.

EXPERIENCE:

Seven years of progressive professional Human Resources experience are required, with at least three of the years in a supervisory/managerial capacity. A Master's degree in Business Administration, Public Administration or a closely related field may be substituted for two years of experience.

Directly related professional experience may be substituted for the education requirement on a year-for-year basis.

COMPLEXITY:

Work is substantially complex and varied, and requires the interpretation of technical and detailed guidelines, policies and procedures in combination. Analytic ability is needed to gather and interpret data where answers can be found only after careful analysis of several facts.

IMPACT OF ACTIONS:

Errors in work lead to significant costs and problems, and may have minor impact on the short-term performance of the City. Work is typically performed under moderate to limited supervision. The incumbent at times works from broad goals and policies. In addition, the incumbent may have some participation into setting work objectives.

SUPERVISION EXERCISED:

Direct Supervision:

Involves scheduling, supervision and evaluation of work as a Manager or the equivalent over the Client Relations Manager, Assistant Managers or first-line supervisors. The position has significant levels of input as it pertains to personnel actions, such as hiring, terminations, and pay changes.

Indirect Supervision:

Involves supervision and evaluation of work as a Manager or the equivalent and oversight and direction of Human Resources operation and staff in matrix organization.

SPECIFICATIONS (cont'd):

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with Directors, Deputy Directors, Assistant Directors, Managers, supervisors. Interaction requires substantial sensitivity and cooperation; project development and coordination and resolving substantially complex issues.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Must utilize substantial sensitivity and professionalism. Interaction involves some explanation and persuasion leading to resolution of substantially complex issues e.g., project coordination and higher-level problem resolution.

PHYSICAL EFFORT:

The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lightning, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be listed in the above job description.

JOB FAMILY:

Client Relations Manager
Senior Client Relations Manager

Effective: November 2015