

Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612



Job Code: 6958
Grade: 23

Standard Job Description

<u>Job Title</u>	<u>Department</u>
Human Resources Operations Manager	Human Resources

Job Summary

The Human Resources (HR) Operations Manager will be responsible for managing HR Operations throughout Cook County Health & Hospitals System (CCHHS), including but not limited to, Cermak Health Services, Oak Forest Health Center, Provident Hospital, John H. Stroger, Jr. Hospital as well as all clinical locations, ensuring compliance with all regulatory, accreditation, local, federal and state laws, policies and procedures. Provides guidance and support to management in understanding HR processes, procedures, and/or policies. Responsible for assisting with the development and maintenance of all CCHHS HR policies and guidelines to align with and support CCHHS' overall Mission and Strategic Vision.

This position is exempt from Career Service under the CCHHS Personnel Rules.

Typical Duties

- Provides oversight and direction for Operations Team members.
- Responsible for providing oversight and guidance of personnel file storage & maintenance.
- Coordinates the onboarding and orientation of staff, volunteers, students, contractors, etc.
- Coordinates department resources to ensure timely processing and resolution of all employee concerns related to pay rate errors, accruals, step placement, verification of employment, tuition reimbursement, exist surveys, etc.
- Interviews, hires, and conducts performance reviews for staff, as needed.
- Ensures compliance with all regulatory, accreditation, local, federal and state laws, policies and procedures.
- Manages the design and maintenance of HRIS reports and ad-hoc reports related to HR. Prepares monthly logs, records, and reports as needed (i.e., FMLA, LOA, separation, etc.)
- Manages and works with team to identify system enhancements for ServiceLink Customer Service System.
- Works with HR Leadership to develop HR policies/procedures and guidelines to ensure compliance with CCHHS policies and regulatory agencies.
- Counsels and works with leadership on key HR issues.
- Ensures all requests for verification of employment are completed and responded to in a timely manner.
- Manages unemployment claims/activity with 3rd party administrator.
- Provides oversight of background check processing for new hires, students, contractors and volunteers.
- Develops and manages HR Operations budget to ensure staffing is appropriate and department remains in at or below budgetary projections.
- Works with the Leave Administration Manager and Employee Health Services (EHS) with regard to employee medical/FMLA leaves; employees returning to work from a leave, etc.

Typical Duties continued

- Works with employees and management in the oversight and processing of employee disability claims.
- Works with EEO department, Employee Health Services (EHS) and the County Department of Risk Management on Worker's Compensation (Duty Disability) matters to ensure employees on Worker's Compensation (Duty Disability) are processed according to CCHHS Policy.
- Audits employee records and other related documents to ensure files are current, complete and accurate, i.e. employment forms, licenses, certifications; Works with staff to resolve any discrepancies in an effort to limit repeat occurrences.
- Manages the PSV (Primary Source Verification) Licensure program.
- Ensures compliance and readiness for all HR operational audits, which may include Employment Plan Compliance, Joint Commission, and Internal Audits, etc.
- Attends and participates in meetings held throughout CCHHS in support of HR Operations.
- Performs other duties as assigned.

Reporting Relationships

Reports to the Chief Human Resources Officer or his /her Designee

Minimum Qualifications

- Bachelor's degree from an accredited college or university
- Seven (7) years of work experience in labor relations, human resources, and/or litigation
- Five (5) years' supervisory, managerial or project management experience.
- Two (2) years of work experience in a hospital, medical center, health care organization or related industry
- Prior experience in a union environment

Preferred Qualifications

- Bachelor's degree or higher in Human Resources, Business, Management, Public Administrator or related field from an accredited college or university
- Previous experience using various HRIS (Human Resource Information Systems I.e. Oracle, JD Edwards, PeopleSoft)

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of complex HR systems and processes
- Knowledge of personnel practice and procedures
- Knowledge of legal issues pertaining to American with Disabilities Act, Family Medical Leave Act, Victim's Economic Security and Safety Act (VESSA) Leave, including recent amendments
- Strong Knowledge of MS Office Word , Excel
- Excellent written and verbal communication skills to work with all levels of individuals internally and externally
- Excellent analytical and organizational skills, problem solving skills, critical thinking skills, dependability, flexibility and the ability to handle multiple projects in a fast-paced environment
- Strong project management skills
- Ability to relate to staff with various levels of training and education as well as of diverse backgrounds and national origin.
- Ability to supervise others, review and manage assignments of various complexity, and multi-task under conditions of stress and limited timetables.

Knowledge, Skills, Abilities and Other Characteristics continued

- Ability to perform effectively in planning and coordinating the day to day HR activities of a large healthcare operation
- Ability to conduct research and analysis necessary to composing job descriptions, reviewing original hire and promotional applications, explaining the posting and hiring process to others and providing expert testimony where necessary at arbitrations and hearings.
- Ability to represent HR at high-level meetings and in working relationships with various hospital department heads.
- Must be able to travel to work sites throughout Cook County

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.

Approval: _____
Barbara Pryor
Deputy Chief of Human Resources
Date

Approval: _____
Gladys Lopez
Chief Human Resources Officer
Date