University Housing Personnel and Resource Manager

Job No: 496125

Job Summary/Basic Function:

Under the general direction of the Senior Director of University Housing and a dotted line to the AVP for Human Resources, the University Housing Personnel and Resource Manager has responsibility for the management and oversight of human resources functions, such as: professional development, labor and employee relations, and training within University Housing. This position leads and manages staff and provides leadership and development in assessment of all programs and support services.

The incumbent in this position is a member of the University Housing leadership team. In conjunction with the Associate Vice President for Student Affairs and Executive Director of University Housing, Senior Director, Associate Directors, the Associate Vice President, Human Resources and other managers, staff, and students, this position assists in carrying out the mission and philosophy of University Housing. The incumbent is responsible for supporting and contributing to an atmosphere that facilitates maturity, responsibility, and respect.

Minimum Qualifications:

Bachelor’s Degree in Human Resource Management, Business, Higher Education, or a related field required.

Equivalent to 5 years of progressively responsible human resources experience.
Required Qualifications:

- Demonstrated practical application of facilitation, advising, coaching, mediation, conflict resolution, and negotiation; ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
- Understanding and practical application of program development, training, and coordination skills. Ability to research, plan, evaluate and implement programs and services.
- Experience extracting, interpreting and compiling qualitative and quantitative data for a variety of audiences, and effectively communicate results of analyses.
- Excellent customer service skills, including ability to represent University Housing in a professional and conscientious manner. Demonstrated ability to maintain high quality/standards of work, leadership, ethics, commitment, and professional responsibility and judgment.
- Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.

Preferred Qualifications:

- Master’s degree in Student Affairs, Higher Education, Business Administration, or related field.
- Professional certification in Human Resources (SHRM, HRCI, etc.)
- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service centered attitude.
- Knowledge of CSU policies, State statutes, and regulations.

Job Duties:

- Overall responsibility for the day-to-day management, organization, and direction of the staff and operations of Human Resources and payroll areas.
- Leads staff to effectively meet department, and university objectives and strategic initiatives related to university housing.
- Serves as primary resource in University Housing (UH) for application of CSU, university, and Cal Poly personnel policies, procedures, bargaining unit agreements and actions.
- Acts as a representative to the central office of Human Resources and to manage all assigned activities within UH as it relates to talent acquisition, employee relations, staff evaluations, compensation strategy and benefits and leave program administration.
- Works with leadership team to provide guidance on handling and supporting complex personnel and staff conflicts.
- Assumes first-line responsibility for handling and advising on matters related to staff labor relations, personnel management, evaluations, and grievances.
- Provides training and support as needed.
- Hires, leads, and develops high-performing direct reports to achieve identified strategies and daily operational effectiveness.
- Implements training and development programs to enhance staff performance and professional development.
- Work with the leadership team and campus partners to create a staff development curriculum and conduct various trainings.
- Assists the leadership team with creation of a professional development plan for every employee.
- Actively research, in concert with AVP, HR, promising trends in workforce management to develop and launch initiatives that encourage these new directions.
- Manages the Human Resources budget including review, tracking, allocation, and forecasting.
- Works collaboratively with the leadership team to discuss problem areas and identify recommendations and solutions.
- Encourages, supports, and monitors ongoing education of each employee and documents their career goals.
- Assists the leadership team with creation of a professional development plan for every employee.
- Establishes and maintains collaborative working relationships with individuals across campus in an effort to support the work performed by the Senior Director of University Housing, as well as facilitate advancement of key initiatives and projects.
- Aligned with the department’s strategic initiatives, provides recommendations for long- and short-term goals, methods of implementation, and evaluation of progress.
- Responsible for the assessment of HR and labor related inquiries and initiatives directed to the AVP/Executive Director, determines the proper course of action for such requests, and delegates to the appropriate individual for resolution.
- Disseminates information (policies, procedures, executive orders, campus/department communication information) affecting employees and/or operations.
- Provides technical assistance and consultation regarding complex human resource and communications issues on optimal courses of action to achieve desired results most efficiently and effectively.
- Serves as a member of the University Housing Leadership Team and the Student Affairs Division Leadership Team.
- Serve on campus committees and work with the faculty, staff, and student groups as appropriate.
- In the absence of the AVP/Executive Director of UH, represent the department to University and non-University officials, organizations and committees.
- Continually develop leadership skills by seeking professional development opportunities and feedback on supervision style, leadership, approach and outcomes related to staff development, morale, and overall success.
- Perform other job-related duties and special projects as assigned.
- Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.
Special Conditions:
Must be willing to travel and attend training programs off-site for occasional professional development.

Must be able to work extra hours, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.

Must be able to successfully pass a pre-employment background/fingerprint check.

Full-time MPP employees are required to disclose outside employment at time of hire or within 30 days of taking additional outside employment subsequent to time of hire.

This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

Cal Poly

Known for its Learn by Doing pedagogy, Cal Poly is the flagship of the world-renowned California State University system. Annually recognized as one of the top public universities in the nation, Cal Poly continues to offer an academic curriculum based on learned experience gained through real-world practice. Located in San Luis Obispo, Cal Poly is nestled comfortably among the coastal foothills, minutes from the Pacific Ocean and equidistant to the Bay Area and Los Angeles.

As part of the CSU System, Cal Poly offers a very generous best-in-class benefits program, including the following:

• Enrollment in CalPERS (Public Employee Retirement System)

• Health, dental, and vision insurance at competitive rates or no cost to employee

• Tuition Fee Waiver Program to allow employee or an eligible family member to attend classes at any of the CSU Universities for reduced fees

More information is available on the Cal Poly benefits page https://afd.calpoly.edu/hr/benefits

Mandated Reporter:
Limited - The person holding this position is considered a limited mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083, revised July 21, 2017.

Conflict of Interest:
A “designated position” in the CSU’s Conflict of Interest Code. The successful candidate accepting
this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.

**Diversity Statement**

At Cal Poly, we believe that cultivating an environment that embraces and promotes diversity is fundamental to the success of our students, our employees and our community. Bringing people together from different backgrounds, experiences and value systems fosters the innovative and creative thinking that exemplifies Cal Poly's values of free inquiry, cultural and intellectual diversity, mutual respect, civic engagement, and social and environmental responsibility.

Cal Poly's commitment to diversity informs our efforts in recruitment, hiring and retention. Cal Poly is an affirmative action/equal opportunity employer.

**Supplemental Information**

Following a conditional offer of employment, a background check (including a criminal records check) must be completed satisfactorily before any candidate may start work with Cal Poly. Failure to satisfactorily complete the background check may result in the withdrawal of the offer of employment. Current employees who are offered positions on campus will be required to undergo a background check for any position where a background check is required by law or that Cal Poly has designated as sensitive.

The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

This position may be "Designated" under California State University's Conflict of Interest Code. This would require the filing of a Statement of Economic Interest on an annual basis and the completion of training within 6 months of assuming office and every 2 years thereafter.