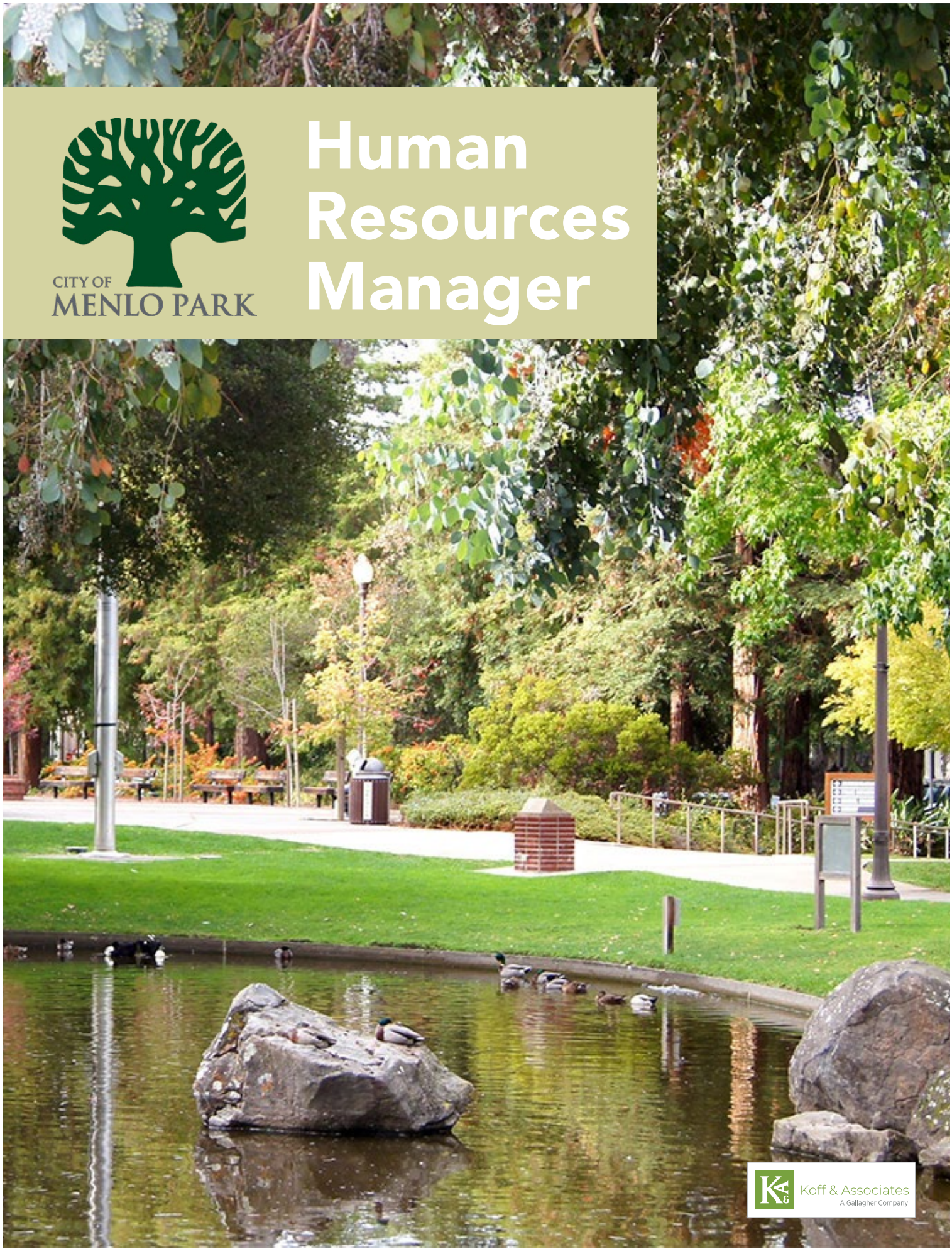
CITY OF
MENLO PARK

Human Resources Manager



Koff & Associates
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THE COMMUNITY

Menlo Park is a city of beautiful, tree-lined neighborhoods and active commercial districts. Located conveniently between the major metropolitan areas of San Francisco and San Jose, Menlo Park is home to just under 34,000 residents in its 19 square miles. The stunning natural surroundings of the city afford views of the San Francisco Bay to the east and the Pacific Coastal Range to the west. Menlo Park's climate is moderate to warm, with an average of 265 sunny days a year.

Menlo Park's residents reflect a range of backgrounds and interests who tend to be well educated and actively engaged in community life. Excellent public and private schools serve its many young families, while residents of all ages enjoy the City's numerous parks and recreational facilities. The City's close proximity to Stanford University and Menlo College provide a multitude of academic, cultural, and athletic event opportunities. The arts and leisure activities of the major urban areas of San Francisco and San Jose are close by and accessible by Caltrain. These and many other amenities contribute to Menlo Park's outstanding quality of life. The City is committed to advancing diversity, equity, and inclusion initiatives and is a leader in sustainability efforts.

Located in the heart of Menlo Park is a downtown featuring unique and upscale shops and restaurants. Set in a pleasant, pedestrian-oriented atmosphere, Menlo Park's downtown area attracts locals and visitors alike. Known worldwide as the "Capital of Venture Capital," Menlo Park is well situated to benefit from and help shape new technologies and markets originating from the Silicon Valley. The City hosts such major employers as Meta, SRI International, Pacific Biosciences, E*TRADE Financial Corporation, and CS Bio Co.

Employees of Menlo Park enjoy one of the most beautiful civic center campuses in the Bay Area. City Hall is surrounded by a serene duck pond where you can watch the ducklings grow each spring, heritage trees, a fountain sculpture, and other art sprinkled around the park. The campus includes a nine-acre park, recreation facilities, and the Menlo Park Library. These civic amenities make the campus a noted destination for residents, local employees, and visitors. Conveniently located, the campus is a short walk to our downtown area with food and shopping destinations, as well as the Menlo Park Caltrain Station.

GOVERNANCE

Menlo Park is a General Law city operating under the Council-Manager form of government with five city council districts. The City Council appoints the City Manager and City Attorney, as well as members of a variety of advisory commissions and committees. The municipal government is organized into six operating departments, including Administrative Services, City Manager's Office, Community Development, Library and Community Services, Police, and Public Works. The City is comprised of approximately 300 full and part-time employees. To learn more about the City of Menlo Park, go to: https://menlopark.gov/

THE DEPARTMENT

The Administrative Services Department provides a variety of internal services to help our organization have the tools and resources they need to thrive, including Human Resources, Finance, and Information Technology. We believe that Human Resources is the heart of our organization helping employees to be successful in their current positions and have pathways for continued learning and career growth; administering a wide array of benefits and leaves to help employees in various life stages; and developing and administering policies to assist the organization in navigating change as we continue to grow and evolve. Human Resources is responsible for employee relations, labor relations and negotiations, recruitments, benefits, investigations, as well as workplace safety, workers' compensation, and risk management.

VALUES

In the Administrative Services Department, we believe that it is our people and the power of teamwork that enable us to succeed. We believe that how we get our work done is as important as getting the job done. Our values guide how we behave as a team each day, acting with:

- **Humility** – Sharing credit and defining success collectively rather than individually, jumping in to help where we are needed, and putting the needs of the team ahead of our own self-interest.
- **Emotional Intelligence** – Understanding the impact that our words and actions have on one another, knowing when to listen and when to share our perspective, and striving to include everyone by respecting, listening to, helping, and appreciating one another.
- **Passion** – Showing initiative and enthusiasm in our work, delivering outstanding, data-based results, and having a can-do, find-a-way attitude.
- **Integrity** – Doing what we say we are going to do, communicating clearly and openly, and holding ourselves accountable for the work we do in our respective roles.

THE POSITION

The Human Resources Manager is a key management position at the City. This individual plans, manages, and oversees the daily functions, operations, and activities of Human Resources, working collaboratively with the Administrative Services Director and management staff across the City. It is essential that this position is responsive to all customers and takes a proactive approach to building relationships throughout the organization, recognizing the value and unique contributions made by each and every employee. This individual serves as the main point of contact on employee relations matters and leads labor relations for the City's five unions (general employees, supervisors and mid-management, police officers, police sergeants, and temporary employees), along with the unrepresented management group. This position provides assistance on highly-complex projects with the Administrative Services Director; conducts a variety of organizational and operational studies and investigations; and prepares and presents staff reports and other correspondence for the City Council and all employees. The Human Resources Manager leads a staff of four, comprised of two Management Analysts and two Human Resources Technicians, to accomplish a wide variety of daily tasks, policy and labor agreement administration, and process improvements, and is responsible for interpreting and complying with the various regulatory requirements from Federal, State, and local agencies.

The selected candidate will get to work on the following projects in the coming months:

- Implement a monthly employee onboarding program to help integrate new staff into the organization
- Reinstate the popular "Friday Morning Bites" trainings, where supervisors and managers connect with Human Resources and one another for development and relationship-building over breakfast
- Train and develop new staff members in Human Resources to form a cohesive team equipped to succeed
- Review current processes and identify improvements to streamline and improve understanding across the organization
- Develop policies to assist the organization, including formalizing the telework and outside employment policies

THE IDEAL CANDIDATE

The ideal candidate will be a servant leader who is able to model humility, high customer service, and a passion for public service, along with a flexible and adaptive mindset. The successful candidate will have excellent interpersonal and communication skills necessary to navigate and defuse tension when it arises; write reports and other correspondence with clarity; and interact with audiences of all levels. This individual will ask for and listen to a variety of inputs and conduct independent research and networking before analyzing and preparing thoughtful policies and procedures, fostering collaboration and inclusivity. They will have a demonstrated ability to provide consistent, accurate, and timely human resources programs and services; foster a citywide culture of staff development and continuous learning; provide quality customer service; and be comfortable leading innovation and change management efforts.

Key Attributes and Skills

- A manager who is able to establish confidence, trust, credibility, and consistency for themselves as well as Human Resources as a whole.
- Possesses knowledge and experience with employment/labor law and the collective bargaining process.
- Understands the administration of CalPERS pension and medical programs, workers' compensation benefits, deferred compensation and other key employee benefits.
- A compassionate leader and effective change agent, who can assist, support, and mentor employees and provide growth and development opportunities.
- Comfortable making presentations to employees, elected/appointed officials, and the public.
- Embrace Human Resources as a collaborative partner and service provider to departments.
- Enjoys creativity and innovation in streamlining procedures and processes to eliminate unnecessary bureaucracy and other roadblocks to success.
- A genuine desire to serve the Menlo Park community.

QUALIFICATIONS

Sufficient education, training, and experience to demonstrate the required knowledge and abilities to successfully perform the essential functions of the position. A typical way to obtain the required qualifications would be:

- A Bachelor's degree in human resources, business administration, or a closely related field.
- Five (5) years of full human resources experience with significant work in a government agency and a unionized workforce.
- Three (3) years plus in a supervisory capacity.

SALARY AND BENEFITS

The salary range for this position is $130,350 - $175,695 DOE. Future adjustments to be determined by labor negotiations in mid-late 2023.

The City provides a generous benefits package designed to achieve total compensation above the market median among comparable agencies and promote employee health, wellness, and work-life balance, including:

- CalPERS retirement: 2.0% @ 60 formula for classic members; 2.0% @ 62 formula for all others
- 100% city-paid medical, dental, and vision insurance for employee and dependents
- Deferred compensation: city matches employee contribution up to 4% of salary or to the IRS maximum, whichever is less, for Tier 2 "classic" and all "new" members
- Health reimbursement account: $2,500 per year city contribution
- Auto allowance: $6,500 per year (adjusted annually by CPI)
- The City Manager may award employees a bonus of up to $20,000 each fiscal year, subject to annual budget appropriations
- General leave: 338 hours of leave accrual each year
- Management leave: 80 hours of leave granted every October, prorated based on hire date
- Holidays: 11 official paid holidays
- Reimbursement up to $3,600 per year for tuition expenses and/or assistance with student loan payments
- Life insurance: city-paid policy equal to 1.5 times regular annual wage
- Long term disability and AD&D insurance: city-paid coverage
- Employees are provided with access to an on-site gym inside City Hall at no cost.
- A city-paid Caltrain Go Pass for unlimited rides. City Hall is less than one block from the Menlo Park Caltrain station and easy walking distance from downtown Menlo Park. Other programs available for non-Caltrain riders.
- Hybrid and Flexible Schedule options including 9/80 and 4/10s. Employees are required to be onsite a minimum of three days per week.

APPLICATION AND RECRUITMENT PROCESS

The final filing date is Monday, August 7, 2023.

To be considered, please submit a resume, cover letter, and five work-related references (who will not be contacted until the later stages of the recruitment) to:
https://koffassociates.com/menlo-park-hr-manager/

Resumes should reflect years and months of positions held, as well as size of past organization(s).

For additional information, please contact:

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Resumes will be screened based on the criteria outlined in this brochure. Candidates with the most relevant qualifications will be given preliminary interviews by the consultant. Koff & Associates will report the results to the City. The City will then select candidates to participate in panel interviews. Extensive reference and background checks will be completed on the selected candidate.