



DIRECTOR OF HUMAN RESOURCES



ORANGE COUNTY FIRE AUTHORITY





The Opportunity

This is an excellent opportunity to serve as a key member of the Fire Chief's Executive Management Team with one of the country's most forward-leaning fire service organizations. The Orange County Fire Authority (OCFA) is recruiting nationally for a Director of Human Resources with the breadth and depth of experience managing within a large and complex organization. The ideal candidate will assume management responsibility for all the Authority's human resource services and activities. He/she must have a proven track record of being a proactive, hands-on, customer service driven leader with excellent problem solving, interpersonal, and communication skills.

The Community

Located on the Southern California coast, Orange County enjoys near perfect weather year-round. With a culturally diverse population of over three million people, residents and visitors have an abundance of world-class shopping, dining, and resort accommodations to choose from. In addition, there is over 42-miles of pristine beaches and breathtaking coastline. The region offers a variety of spectacular amenities that are attractive to those with an active lifestyle and enjoy jogging, bike riding, rollerblading, or just taking a leisurely stroll along the numerous boardwalks and piers. Many residents take advantage of the opportunity to go boating, sport fishing, or whale watching in the area's scenic harbors.

Orange County is home to some of the State's most popular attractions, including Disneyland, Disneyland's California Adventure, and Knott's Berry Farm. The 2002 World Series Champion Angels baseball team and the 2007 Stanley Cup Champion Anaheim Ducks NHL team are exciting options for sports enthusiasts. Cultural venues are abundant, including the theater, symphony, orchestra performances, as well as world-class ballet and Broadway productions. A wide array of museums for children and adults are available, in addition to numerous parks, zoos, and championship golf courses.

It is no wonder that Orange County is considered "*the place to live the California dream.*"

The Orange County Fire Authority

Headquartered in Irvine, California, OCFA is a Joint Powers Authority (JPA) that serves as an all-risk emergency response agency for approximately 1.8 million residents in a 575-square mile area. The OCFA is the largest regional fire service organization in Orange County and one of the largest in California. The OCFA staff consists of 1,100 professional firefighters and chief officers, working at 72 fire stations throughout the County, and are supported by 250 professional staff members working at the Regional Fire Operations and Training Center facility (RFOTC). These non-sworn personnel provide invaluable front-line services, including prevention, education, dispatch, emergency response, and technical and administrative support.

The Authority's service area includes 23 member cities and the unincorporated areas of Orange County, as well as State and Federal responsibility areas. A 25-member Executive Board of Directors governs the OCFA. This Board includes an elected official appointed to represent each of the member cities and two representatives from the County Board of Supervisors. The OCFA is managed by an appointed Fire Chief who reports to the Executive Board of Directors.

The Orange County Fire Authority takes great pride in the service it provides to the community and is committed to searching for ways to continually improve service to its customers in their time of need.

The Human Resources Department

The Human Resources Department provides programs and services that are designed to support the OCFA and its employees in the achievement of its mission and objectives. The Department is divided into four functional areas, Benefits, Recruitment, Professional Standards, and Risk Management, and are managed by four direct reports and a total of 24 authorized employees. The Department's operating budget for FY 2018/19 is \$8,904,049.

The Position

The Director of Human Resources (at the rank of Assistant Chief) is responsible for planning, organizing, and directing the activities, operations, and staff of the Human Resources Department. The Director of Human Resources serves as a key member of the Executive Team and provides oversight of all Human Resources Department and Risk Management functions.

In addition, the Director of Human Resources will:

- Set the tone, climate, and vision for the Human Resources Department and serve as a role model in furthering Orange County Fire Authority values.
- Establish department goals, objectives, and action plans in concert with the Authority's Executive Team and all employee associations, in order to effectively meet and support the organization's human resources needs.
- Oversee the development and administration of the Department's annual budget, monitor expenditures and workflow, review and evaluate work products, and forecasts needs.
- Advise, consult with, and assist employees and OCFA management in a wide range of human resources matters and employee relations issues including the interpretation and application of policies and guidelines; processing of employee grievances; investigating complaints of discrimination, harassment, and other sensitive employee relations issues; and representing the OCFA in human resources related hearings and investigations.
- Direct studies and make recommendations in order to promote maximum efficiency and effectiveness of service delivery and allocations of resources.
- Coordinate special projects, programs, and services with the Executive Management Team, internal divisions, committees, and employees.
- Oversees recruitment testing, selection, equal employment opportunities, employee relations, labor relations, organizational development and training, employee performance evaluation activities, and ensures compliance with labor laws.
- Coordinate all activities associated with employee association contract negotiations and develop and implement effective labor relations processes.

- Attend and make presentations at Board, committee, and staff meetings; interface with elected and appointed officials, employee associations, professional groups, and other parties on behalf of the Authority.
- Analyze the effectiveness of human resources programs and policies and recommend and implement improvements to promote employee attraction and retention.

Challenges and Opportunities

The new Director of Human Resources will need to address a number of challenges and opportunities that will require creative problem-solving, including:

- Continue to improve customer service and create a more service oriented and customer focused Human Resources Department;
- Build cohesive relationships and work closely with, and in direct support of all OCFA Divisions at all levels;
- Establish and maintain a strong working relationship with labor groups;
- Develop and implement a new cutting-edge employee performance evaluation system that is synchronized with budget, strategic planning, and staff performance; and
- Offer professional career development opportunities for all OCFA staff.

The Ideal Director

Candidates for this position should be an exceptional leader capable of planning and directing the services of all Human Resources Department activities in direct support of OCFA Divisions within a very unique, sophisticated, fast-paced, 24/7 fire agency culture. The successful candidate must have a proven record of ensuring all Human Resources related organizational needs are being met and providing support and technical advice to the OCFA leadership team and managers in a timely, responsible manner.

In addition, the ideal Director of Human Resources will be capable of:

- Identifying and implementing programs to improve employee morale and collaboration;
- Serving as an advocate for the workforce;
- Being an effective team player;





- Possessing integrity and is genuinely committed to the development of a strong customer service ethic;
- Being responsive to organizational needs and is open and honest in all internal and external relationships;
- Possessing an open, approachable style with the ability to tactfully and empathetically address personnel needs; and
- Serving as a mentor who will continue to professionally grow and train a talented staff.

Education and Experience

Education: Requires a Bachelor's degree with major coursework in public administration, human resources management, business administration, employee relations, industrial psychology, or a related field. A Master's degree is highly desirable.

Experience: This position requires a minimum of six (6) years of progressively responsible professional-level human resources experience. An equivalent combination of education and experience sufficient to successfully perform the essential duties is considered qualifying. Substantial management experience in various areas of the personnel function, change management, and human resources best practices is required. Experience in Federal, Military, Police/Fire services, or a full-service city or county is desirable, as is working with an elected board or commission. Candidates must have substantial union and labor relations experience.

Appropriate Professional Credentials: Certification(s) from professional human resources organizations are desired but not required.

Compensation

This position offers a competitive executive salary with an excellent benefit package. The annual salary range for this position is up to \$255,940, dependent upon the qualifications. In addition, benefits are provided which include: annual leave, holidays, and sick leave; retirement plan; and health insurance, dental plan, life insurance, and long-term disability insurance. Contact Ralph Andersen & Associates for more details.

The Selection Process

Candidates are encouraged to apply by June 10, 2019. The review of resumes by Ralph Andersen & Associates will begin following the closing date. Electronic submittals are strongly preferred. Please submit all application materials to apply@ralphandersen.com. A complete application packet will include a compelling cover letter, comprehensive resume, and six professional references.

This is a confidential recruitment and will be handled accordingly throughout the various stages of the process. Candidates should be aware that references will not be contacted until mutual interest has been established.

Review and Evaluation of Qualifications

Ralph Andersen & Associates will conduct the initial evaluation of submitted materials to determine the best overall match with the established criteria as outlined in this recruitment profile. The review and evaluation of qualifications will be at the discretion of the OCFA, based on the most appropriate combination of experience and education that provides the knowledge, skills, and abilities required by the position and that fits the needs of the Orange County Fire Authority.

Should you have any questions regarding this position or the recruitment process, please call Mr. P. Lamont Ewell at (916) 630-4900. Confidential inquiries are welcomed. Candidates are encouraged to conduct further research the Orange County Fire Authority website at www.ocfa.org.

The Orange County Fire Authority is an Equal Opportunity Employer/Drug Free Workplace.