

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT  
SANTA ANA, CALIFORNIA

CLASS SPECIFICATION  
REVISED MARCH 2022

**MANAGER, PEOPLE AND CULTURE  
OPERATIONS, TALENT, AND PROJECT MANAGEMENT**

**JOB DESCRIPTION – CLASSIFIED SUPERVISORY**

**POSITION OVERVIEW**

The Manager, People and Culture, innovates, delivers, and collaborates on duties in promulgating the District's commitment to foster an inclusive and equitable environment where our campus community is able to thrive and belong authentically. The Manager leads and ensures the delivery of consistently excellent People and Culture related strategies in People and Culture operations, talent procurement/development, and innovative project management. The Manager fosters a culture of continuous improvement, providing thought leadership to and influencing change at all levels in the organization.

**REPRESENTATIVE DUTIES**

1. Innovates as a workforce expert and talent strategist, and works in partnership with executives to address operational, talent, and talent lifecycle-related issues, including change management, organizational development, organizational design and culture, workforce planning, talent growth, development, and coaching.
2. Moves organizational collaborations and partnerships, inspection and continuous improvement of the process steps and systems utilized to identify efficiencies that enable scale.
3. Defines and builds signaling mechanisms to prioritize and manage critical change while bringing key stakeholders along the journey.
4. Examines and proposes improved process designs to define the future of how our organization can uplift its workforce across all divisions and roles.
5. Leads, assesses, and mentors team members to ensure daily operations and inspire creativity.
6. Innovates and implements new ideas for continuous and sustainable improvement, including process enhancements that reduce cost, strengthen stakeholder satisfaction, and improve the effective delivery of services.
7. Collaborates with senior leaders, managers, and employees in providing expertise in the areas such as learning and development, process innovation, total rewards, investigations, employee relations, performance management, alternative dispute resolution, and risk management.
8. Partners closely with peers and stakeholders across the District to assess existing People and Culture programs, processes, and practices and to identify gaps and inefficiencies, and innovate to enhance the employee experience and support long-term growth objectives.
9. Monitors and informs on legislative changes relevant to People and Culture.
10. Creates and maintains an active record-keeping system that records, monitors, and keeps current all relevant documents.
11. Plans, recommends, and develops District procedures that enable the District to proactively respond to unlawful discrimination issues.
12. Recommends proactive changes to District policies, procedures, and practices to ensure ongoing commitment to diversity, inclusion, equity, and belonging.
13. Collaborates with faculty, staff, and administrators, provides leadership to plan, develop, organize, coordinate, and implement programs, activities, initiatives, and operations that support the District's commitment to an equitable process that highlights inclusion and belonging to promote diversity.
14. Innovates and develops, in collaboration with the Assistant Vice Chancellor, People and Culture, learning and development programs that are tailored around lean 80/20 learning with research-based impact and sustainable results on topics such as talent strategy, employee coaching, project management, and other People and Culture topics.
15. Participates in collaboration sessions with campus stakeholders and the District's Office of Diversity, Equity, and Inclusion.
16. Collaborates with stakeholders to participate in negotiation, administration, and interpretation of labor agreements.

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17. Coaches stakeholders on People and Culture practices that will create a highly engaged culture of high performance; delivers management coaching and training where needed to front-line managers and senior leaders.
18. Maintains in-depth knowledge of legal requirements related to day-to-day management of team members, reducing legal risks, and ensuring regulatory compliance.
19. Operates in a collaborative, positive and open manner - modeling key cultural indicators in their work, team interactions, and relationships with partners and employees.
20. Constructs effective work relationships at all levels of the organization, influences behavior, and manages positive change.
21. Proposes and facilitates action to support employee engagement.
22. Partners closely with management and team members globally to improve work relationships, build morale, and increase productivity and retention.
23. Supports leadership in enhancing People and Culture visibility and providing innovative and proactive needs for District and campus stakeholders.
24. Leads, coaches, supervises, and leads classified staff in a variety of People and Culture areas.
25. Performs other duties as assigned.

**KNOWLEDGE AND ABILITIES**

**Thorough Knowledge of:**

1. Success with providing People and Culture support in a multi-stakeholder organization across multiple locations.
2. Proven ability to define, influence, refine and implement processes, procedures, and policies.
3. Applicable sections of California Education Code, Title 5, The Educational Employment Relations Act (EERA) of 1976, California Fair Housing and Employment Act, Clery Act, Violence Against Women Act, Campus SaVE Act, Americans with Disabilities Act, the Child Abuse and Neglect Reporting Act (CANRA), and Meyers-Milias-Brown Act.
4. Principles, practices, and techniques used in the analysis, evaluation, design, planning, and management of a comprehensive recruitment, people analytics, classification/compensation programs and its integration with a full-scale comprehensive People and Culture program.
5. Exceptional project management agile scrum/six sigma black belt skills, the ability to track and manage complex processes, and a desire to lead multiple teams and multiple projects.
6. High level of stakeholder service-centricity and organizational empathy.
7. Proven practices and strategies for major functional areas such as program and product to enhance the efficiency and quality of our talent procurement and retention tools and processes.
8. Innovative strategies to build and effectively delivering an inclusion, diversity, equity, and belonging recruitment strategy from the ground up, including design of roadmaps to lead incremental progress towards long-term vision and goals.
9. Intersectional diversity, inclusion, belonging, equity, antiracism, and equal opportunity.
10. Software such as Advocate/Maxient, Ellucian Banner/Colleague, Workday, project management software, case management, and related HRIS/People and Culture software.
11. High degree of business insight; results-oriented with an ability to work independently.
12. Strategies identifying and building cross-functional partnerships to understand challenges.

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**Ability to:**

1. Demonstrate on-going curiosity and creativity, balanced with the ability to implement numerous inputs/ideas into meaningful actions and recommendations.
2. Analyze and strategize with People and Culture metrics to guide strategy.
3. Exhibit strong analytical and quantitative skills with the ability to use data and metrics to back up assumptions, evaluate outcomes, and challenge conventional wisdom.
4. Respond to change with strategy and innovation.
5. Display strong analytical capabilities and a process improvement mentality.
6. Innovate on software packages for recruitment, personnel, spreadsheets and databases.
7. Collaborate and influence strategically in both small team and large, cross-functional environments.
8. Exhibit strong business and financial acumen with the ability to understand drivers of shareholder value and relevant business models, and how to translate these into People and Culture initiatives.
9. Show success utilizing employee attraction, engagement, and retention strategies.
10. Gather and analyze data, reason logically and draw valid conclusions.
11. Analyze situations and make appropriate decisions and/or recommendations.
12. Quickly learn and effectively interpret and apply rules, regulations and precedents to personnel issues and develop working solutions.
13. Clearly communicate ideas and recommendations.
14. Write clear, comprehensive, and concise reports.
15. Work with and provide direction to other employees in the completion of the day-to-day work.
16. Excel in an ever-changing environment using an ambitious mindset.

**MINIMUM QUALIFICATIONS**

**Education and Experience:**

A Bachelor's degree from an accredited college or university and three (3) years of related work experience OR Juris Doctorate from an accredited college or university and one (1) year of related work experience OR Equivalent combination of training and experience.

Board Approved: March 14, 2022