

MONTGOMERY COUNTY, MARYLAND
DEPARTMENT OF ALCOHOL BEVERAGE SERVICES

Senior Human Resources Officer





THE COMMUNITY

Adjacent to the nation's capital, Montgomery County is Maryland's most populous and one of its most affluent jurisdictions. Located on the western border of Washington D.C. and encompassing 507 square miles, Montgomery County has a 2018 estimated population of 1,052,567. With a variety of cities, towns, and urban districts, several incorporated communities are located within Montgomery County, including Bethesda, Chevy Chase, Gaithersburg, Germantown, Potomac, Rockville (the county seat), and Silver Spring.

Many families seeking a high quality of life and excellent schools are attracted to the County and its employment offerings, livable neighborhoods, and safe communities. The population of Montgomery County is diverse, well-educated, and affluent, with a median household income of \$99,763. The County's workforce is the most educated in the nation with the highest percentage of workers over age 25 holding advanced degrees. Higher education is exemplified within the County by John Hopkins University's Montgomery County campus, Montgomery College, and the University of Maryland-University College Shady Grove, creating a thriving center for advanced educational opportunities. Advanced medical centers include Howard Hughes Medical Institute and the National Institutes of Health.

The most rapid growth within the County's population is in the minority community, increasing from 27 percent of the total population in 1990 to 42 percent in 2010. Almost half of Maryland's Hispanic and Latino residents reside in Montgomery County and 30% of its residents are foreign-born.

The County's public school district is the largest in Maryland and in the top 20 largest school districts nationwide. Its 199 schools, 32 of which are National Blue Ribbon Schools, serve 165,000 students.

COUNTY GOVERNMENT

Montgomery County is managed by an elected County Executive who exercises broad executive power and appoints a Chief Administrative Officer, to whom all department heads report. Legislative and policy authority rests with the County Council, composed of nine members, five elected from districts and four elected at large. The County Council members and the County Executive serve four-year terms. Montgomery County has a strong

tradition of prudent fiscal management and holds the highest bond rating from each of the three major credit rating agencies. The County has a mandatory balanced budget and develops a six-year financial plan as part of its annual operating budget development process. For FY2021, the Montgomery County Government operating budget is \$2.61 billion and has a \$13.0 billion capital budget. The total budget including the school district is \$5.8 billion. To learn more about Montgomery County, visit www.montgomerycountymd.gov.

THE DEPARTMENT

The Department of Alcohol Beverage Services (ABS) has made significant advancements over the past few years. ABS has new leadership staff and have invested in technology and infrastructure, streamlined and updated processes, and elevated customer service, marketing, and communication efforts. ABS services customers at 25 retail locations and 1,074 licensees across the County – and had total sales for fiscal year 2018 of \$294.86 million dollars. Learn more at <https://www.montgomerycountymd.gov/ABS/AboutABS.html>.

Awards

2018 StateWays National Best Alcohol Distribution Innovation Award for Warehouse Modernization

2018 National Association of Counties Public Safety Award for "I Take It Personally" Campaign

2018 National Association of Counties Economic Development Award for Pre-Licensing Program

2018 National Association of Counties Information Technology Award for Automated Lottery Program for Allocated Spirits

2018 National Association of Counties Information Technology Award for Online Special Event Alcohol Licenses

2017 StateWays Legislative Award

2017 National Regulator of the Year Award

2016 National Association of Counties Drunk Driving Prevention Program

2016 Keeping it Safe Coalition Underage Drinking Prevention Award

2015 National Association of Licensing and Compliance Professionals Best Practices Award

A More Equitable and Inclusive Montgomery County

Montgomery County Executive Marc Elrich has outlined a vision for the future:

- » Thriving Youth and Families
- » A more Affordable and Welcoming County
- » A Growing Economy
- » Safe Neighborhoods
- » A Greener County
- » Easier Commutes
- » Effective, Sustainable Government

To learn more, go to:
www.montgomerycountymd.gov



IDEAL CANDIDATE

The successful Senior Human Resources Officer candidate will be an experienced professional who possesses the leadership, resolve, and flexibility to function effectively within the Alcohol Beverage Services (ABS) dynamic and client-centered organization. The utmost integrity and discretion coupled with the ability to view issues objectively and find workable solutions is paramount. Reporting to the Director of ABS, the successful candidate will develop collaborative partnerships within the organization and with the Office of Human Resources (OHR), Office of Labor Relations, Payroll, and MC Time. As an HR partner, the incumbent will be positioned to provide expertise and analysis in employee management and performance, HR operations, and program development and implementation. Additionally, as a manager/supervisor of unionized employees, this position has a responsibility for fostering a positive labor relations environment based on mutual trust, respect, and cooperation.

The Senior Human Resources Officer will plan, develop, and execute human resources strategies, operations, and workforce initiatives across the ABS organization to promote a high performance culture that emphasizes collaboration, employee development, productivity and standards, and the recruitment and ongoing development of a superior workforce while assuring quality customer service to HR partners and County residents and businesses. The successful incumbent will provide services in talent and performance management, employee relations, compensation, payroll, diversity and inclusion, and other HR operations in accordance with Montgomery County Personnel Regulations, Collective Bargaining Agreements, and other governing policies and procedures. As a transformational leader, the incumbent will continually promote the development, integration and implementation of the department's mission, vision, policies, long term strategic goals and objectives and ensure that they support the County's mission, vision, values and priorities.

Core Leadership Competencies

Customer Service Orientation

Commitment to Diversity

Communication and Persuasion Skills

Teamwork, Cooperation, and Collaboration

Balanced Risk Taking and Innovation

Major Duties and Tasks include:

Talent and Performance Management

- Oversee sourcing and hiring procedures to ensure we attract and select high-potential and diverse employees.
- In partnership with leadership, provide guidance and input on workforce planning, succession planning, and other people development initiatives.
- Partner with leadership and subject matter experts to design programs that enhance employee skills and fill overall organizational gaps as needed.
- Design and deliver employee training and coaching programs (e.g. individual, team, skill-based and management training).
- Oversee the performance management process. Support managers and individual contributors throughout each phase of the annual performance management cycle, including entry and approval of goals, defining metrics and ensuring ABS has a well understood and implemented pay-for-performance culture.

Human Resources Operations

- Support employees and managers through the entire employee life cycle including on/off-boarding, promotions, wage equity and salary adjustments, lateral changes, and employee relations.
- Support managers in drafting, revising, and maintaining job descriptions and independent contractor agreements.
- Ensure all Federal, state, and local laws, and County HR-related compliance matters are proactively addressed.
- Maintain compliance with County employee records, including all leave records, and provide regular reporting as required.
- Respond to questions and/or inquiries from all governmental agencies.
- Respond and investigate employee complaints and grievances, both Union and non-represented, and represents ABS at hearings as required.
- Train, coach, advise and provide technical assistance and resources to the human resource team, to assure utilization of HRIS systems for increased proficiency and responsiveness in all service delivery areas.
- Recommend improvements to HR operations to optimize efficiency.

Employee Relations

- Maintain positive working relationship with Montgomery County Government Executive Office, while acting in the best interest of both County management and the Union.
- Guide, manage, and resolve complex employee relations issues; conduct formal investigations into claims and complaints. Partner with managers to avoid and resolve employee relations issues.
- Contribute to a positive office environment which promotes positive engagement with HR.

EDUCATION AND EXPERIENCE

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

- Bachelor's Degree in human resource management, business or public administration, or related field; and
- 5 years of professional experience in human resources management with experience in multiple human resources disciplines, including Talent Acquisition and Management, Classification and Compensation, Performance Management, Employee and Labor Relations, and/or HR Compliance in a fast-paced environment
 - » Experience leading and managing human resources within a fast-paced environment driving key initiatives that align with a County and its departments core values and vision
 - » Experience managing HR within a government or government agency environment
 - » Society of Human Resource Management (SHRM) Certifications
 - » Experience delegating work, managing expectations, monitoring delegated tasks and processes, and managing multiple projects simultaneously
 - » Must be able to communicate effectively and constructively in writing and verbally with all levels of employees.
 - » Experience directly supervising employees and carrying out supervisory responsibilities in accordance with the organizations policies and applicable laws.
 - » Experience rewarding and disciplining employees; addressing complaints and resolving problems.
- The selection process for this position will include an evaluation of core leadership competencies such as Customer Service Orientation; Commitment to Diversity; Communication and Persuasion Skills; Teamwork, Cooperation, and Collaboration; and, Balanced Risk Taking and Innovation.

COMPENSATION

The annual salary range for this position is **\$77,453.00 - \$141,566.00** and is complemented by a comprehensive benefits package, which includes a wide variety of health and wellness plans, life insurance, flexible schedules, and time off for work-life balance. For most health insurance plans, Montgomery County Government (MCG) contributes 75% to 80% towards the premium. MCG's retirement plan contributions vary based on the plan's provisions. Please visit <https://www.montgomerycountymd.gov/HR/Recruitment/MCGCareers.html/> for additional information.

APPLICATION AND SELECTION PROCEDURE

This position is open until filled. To be considered for this exceptional career opportunity, submit your application, résumé, cover letter, and a list of six work-related references (two supervisors, two direct reports and two colleagues) by the first resume review date of **Friday, March 13th**. Résumé should reflect years **and** months of employment, beginning/ending dates as well as size of organizations your HR function has supported.

Please go to the Montgomery County Government Careers website to submit your application: <https://www.montgomerycountymd.gov/HR/Recruitment/MCGCareers.html/>.

For further information contact:



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Resumes will be screened in relation to the criteria outlined in this brochure. Candidates with the most relevant qualifications will be given preliminary interviews by the consultant. Candidates deemed most qualified will be invited to participate in further interview and selection activities. An appointment will be made following comprehensive reference and background checks.

