



City of Redlands, California

invites your interest in the position of

Photo: Eddie Corral Photography

Director of Human Resources



Recruitment Services Provided by Ralph Andersen & Associates

The Community

The City of Redlands is located 60 miles northeast of Los Angeles and 45 miles west of Palm Springs. The City encompasses 36.3 square miles and has a diverse population of approximately 73,170. Residents and visitors enjoy a unique ambiance distinct to the City of Redlands, including a treasured National Register of Historic Places listing that depicts the rich history and culture of this philanthropic community. It is home to the 100+ year-old outdoor amphitheater (Redlands Bowl), which offers world-class music and theatrical performances and has America's longest continuously running summer music festival where no admission is charged. It is also home to major companies and institutions such as ESRI, and Redlands Community Hospital. Redlands boasts a charming downtown area filled with small shops, dining options, and pubs, as well as an abundance of family-friendly parks and trails that complement its beautiful tree-lined neighborhoods, which are adorned with Spanish, Victorian, and Craftsman-style homes.

The City boasts a highly regarded school district and a highly regarded private liberal arts university, the University of Redlands, all nestled among a breathtaking backdrop of the San Bernardino Mountains. Redlands is also close to California State University, San Bernardino, Loma Linda University, and UC Riverside, as well as several community colleges in the area.

Commuters and travelers also have access to the Metrolink, Omni Trans, the Redlands Municipal Airport and nearby Ontario International Airport.

The City is known for more than just its citrus industry and historical Victorian architecture. Surrounded by gorgeous mountains, Redlands is an easy drive to reach mountains, beaches, and deserts.



City-Wide Organizational Overview

The City of Redlands is a general law city incorporated in 1888. It is governed by the City Council/City Manager form of government and provides a full range of services to the community.

The City Council consists of five representatives chosen by the constituency of their respective districts. The City Council shall meet after each general municipal election and select one of its members as Mayor, and one of its members as Mayor Pro Tempore by way of council member nomination. The terms of office of the Mayor and Mayor Pro Tempore shall be for (2) years.

The Mayor and Council set policy, enact legislation, and adopt the budget under which the city operates.

The City Manager, Mr. Charles Duggan, has served more than 6 years with the City of Redlands and was appointed by the Council as the City's chief administrator in 2020.

The City provides a wide range of municipal services through the following departments: Development Services, Management Services, Human Resources and Risk Management, Municipal Utilities and Engineering, Fire, Police, and Facilities and Community Services. Located within the Office of the City Manager is the Communications and Community Relations division. Additionally, the Library Director, participating as a member of the City Manager's executive team, reports to the appointed Library Board. The City also operates with thirteen council-appointed Boards and Commissions that assist with oversight. The City has more than 500 dedicated full-time employees (FTEs) who are committed to delivering high levels of service to the community daily.

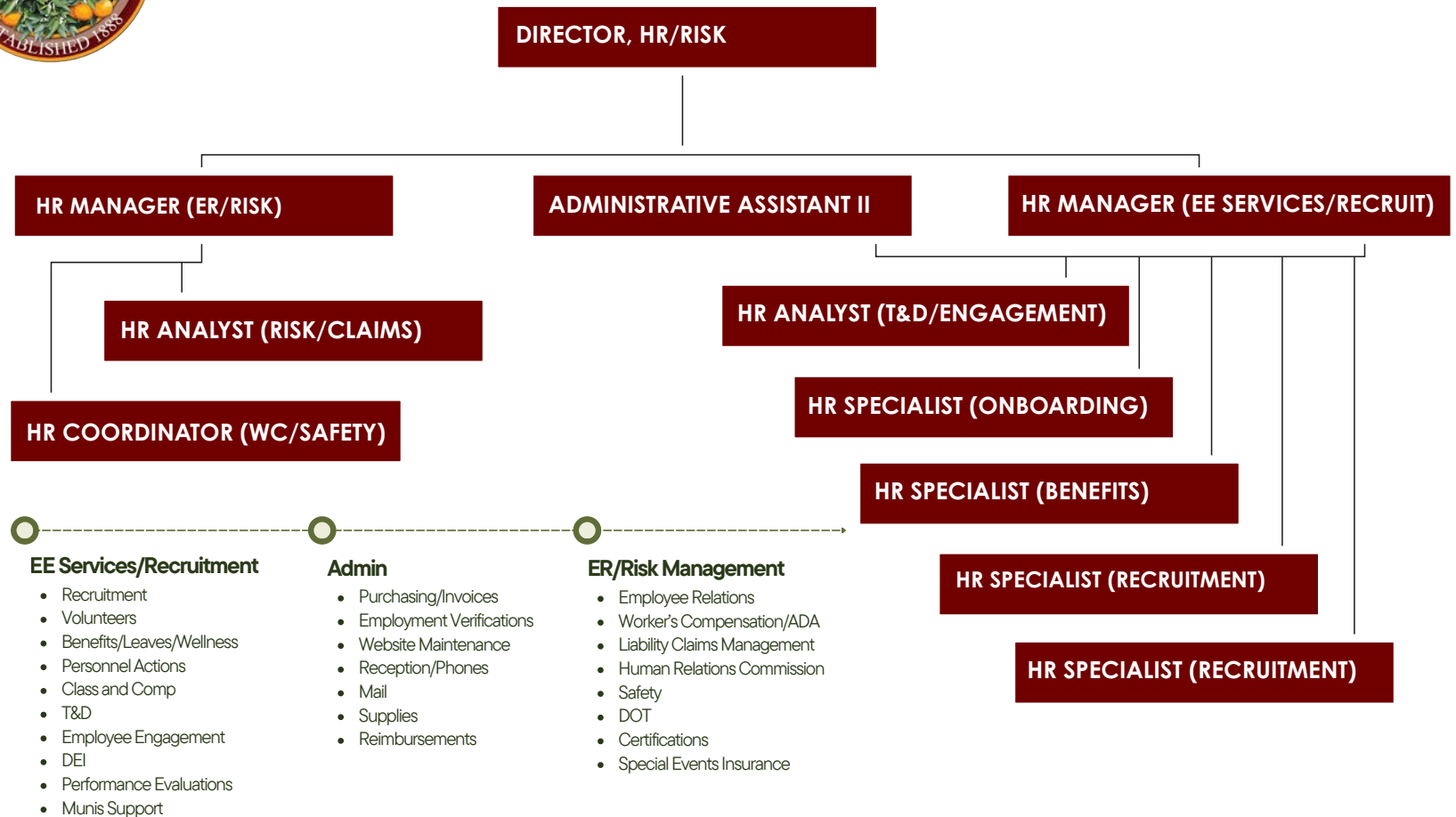
To learn more about the City of Redlands, visit the City's website: <https://www.redlands.gov>.

Organizational Overview *continued*

The City of Redlands provides superior services to elevate the quality of life, to cultivate community, and encourage a thriving economy while preparing for the future. City Leadership focuses on establishing policies that foster a connected, conscientious, and safe community with a small-town feel, where all people and businesses can thrive.



HUMAN RESOURCES DEPARTMENT/RISK MANAGEMENT DEPARTMENT ORGANIZATIONAL CHART





The Position

The Director of Human Resources plans, develops, implements, administers, and coordinates the activities and operations of the Human Resources/Risk Management Department, including recruitment and selection, benefits management, performance management, training, staff development, organizational development, classification and compensation, discipline, safety, risk, volunteer management, and compliance. The Director provides highly responsible and complex administrative support to the City Manager. This position manages and supervises a broad range of complex organizational, human resource management, and employee/labor relations matters, frequently entailing significant potential litigation risk, costs, and exposure to adverse public reaction.

This position oversees a staff of 10 as outlined on the attached organizational chart.

Key responsibilities of this position include:

- Provide ongoing project support and staff assistance to the City Manager's Office in an environment that focuses on people, organizational culture, and measurable results and deliverables.
- Ensure the City's policies and contracts meet federal, state, and local legal compliance and meet all required regulations.

- Oversee the planning, development, implementation, administration, and coordination of the City's risk management, liability, property, loss recovery, workers' compensation, employee safety, and loss control programs.
- Participate in contract negotiations, arbitration, collective bargaining agreement administration, and employee grievance process systems.
- Continuously monitor and evaluate the efficiency and effectiveness of division service delivery methods and procedures.
- Assess organizational culture and ensure a positive, high-performing working environment.
- Create and present city council briefings, including closed sessions.
- Participate in professional and public meetings as required.

The City of Redlands has nine (9) bargaining units with expiring June 30, 2026. Negotiations are currently underway and will all be addressed prior to onboarding the new Director of Human Resources. Existing MOUs may be viewed at <https://www.redlands.gov/memorandums-understanding/>.

The Ideal Candidate

The ideal candidate will be an innovative, ethical, and personable leader and effective communicator with excellent managerial skills and a strong customer-service orientation. The ideal candidate will have thorough knowledge of employment-related laws and regulations as they relate to municipal employees, including public safety, and be a creative professional with the highest moral character and integrity. This top professional will also have an engaging personal style that easily engenders trust, accountability, and a solutions-oriented work culture.

This position requires an engaging and results-oriented individual who can facilitate positive change, work effectively with staff, executive leadership, and bargaining units, and be willing to work collaboratively, providing succession planning and employee development opportunities.

The Ideal Candidate *continued*

Operating within this dynamic and fast-paced City Hall environment requires a hands-on working manager—someone who actively engages in the work rather than relying solely on delegation. This level of involvement extends to the Director of Human Resources serving as a highly engaged and contributing member of the City Manager’s Executive Leadership Team.

Also, this professional will be the “Chief People Officer” for the City of Redlands. In this key role, the successful candidate will be very comfortable providing a full range of guidance and professional support to staff, offering regular feedback to employees, and serving as a mentor to provide training and growth opportunities.

Critically important to this role, successful candidates will have a demonstrated track record of implementing and completing projects and creating an inspired, team-oriented environment.

Key Attributes and Characteristics

- A solid leader and role model with a positive presence; demonstrated initiative; action-oriented; exercises wisdom in judgment; and makes good, consistent decisions.
- An active problem solver who anticipates and responds to issues in a timely manner, develops alternative solutions, and can bring timely resolution to problems, involving others as needed.
- Excellent at writing clear, concise staff and other reports for presentation in oral or written format to City Council or other elected bodies.
- Service-oriented with a track record of providing outstanding customer service to internal and external customers.
- Excellent verbal, written, and interpersonal communication skills.
- Strong business acumen, with the ability to carefully evaluate and improve the organization’s efficiency, effectiveness, and productivity.
- Can understand and work in a political, public-sector environment, and be flexible, transparent, and able to adapt to changing priorities.
- A relationship builder who cultivates productive partnerships with staff, management, organized labor, external agencies and stakeholders.
- Able to wisely, effectively, and sensitively address personnel issues, including performance evaluations, discipline, grievances, interpretation of personnel policies and procedures, labor contracts, and related matters.
- A leader who is collaborative and supportive in working with executive leadership, ensuring the organization works toward a common goal.
- A person with the highest ethical standards who is willing to make difficult decisions based on what is right, enforces not just the letter of the law, but the spirit of the law.
- An excellent communicator willing to listen and able to build trust.



Qualifications

This leadership position requires an experienced HR professional who has prior municipal experience, ideally in California. The following criteria is presented as guidelines for evaluation of career history and education.

- Bachelor's degree from an accredited college or university with major coursework in public administration, human resources management, or a related field.
- Master's degree is highly desirable.
- Professional or Senior Professional Human Resources Certification.
- Ten (10) years of responsible experience in human resources including administrative and supervisory.
- Experience working with employee associations or unions in a public agency preferred.
- Five (5) years of management responsibilities.

Compensation and Benefits

The salary range for this position is \$205,068 to \$252,204.

Additionally, the City of Redlands also offers an attractive benefits package (details available [here](#)), including CalPERS retirement (Classic-2%@55; PEPR-2%@62), which may be viewed in more detail [here](#).

- Tuition Reimbursement
- Auto Allowance
- Candidates should also be aware that the City of Redlands participates in Social Security.
- The City's workweek is a 9/80 schedule with City Hall closed every other Friday.
- The City is closed during the last two weeks of December during the holiday season.

Application Process and Recruitment Schedule

The final filing date is **Monday, May 18, 2026**.

To be considered, please electronically submit a comprehensive resume and cover letter to: apply@ralphandersen.com. 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 Project Director, Ms. Heather Renschler. Ralph Andersen & Associates, in consultation with the City Manager, will then select candidates who will be invited to participate in a formal interview process with the following schedule:

Tentative Schedule

Round #1 (Video) – Late May

Round #2 (In-person) – Late May / Early June

Start Date – July 6, 2026 (or a mutually agreed upon date)

This is a confidential process in order to solicit highly interested candidates throughout California. No references will be contacted until mutual interest has been established. Extensive reference and background checks will be completed on the selected candidate.



The City of Redlands is an Equal Opportunity Employer

www.cityofredlands.org