

DIRECTOR OF HUMAN RESOURCES

DEPARTMENT: Administration

SUPERVISOR: Chief Operating Officer

Approved by: Chief Operating Officer

Date: July 2024

FLSA: Exempt

POSITION SUMMARY

As the sole HR resource this position is responsible for overseeing all aspects of human resources to include talent recruitment, onboarding and retention, personnel support, coaching and development, payroll and recordkeeping, adherence to federal and state regulations as it relates to employment practices and organizational policies, benefits administration and other core operational tasks related to human resources. Position is responsible for staying up to date, advising on, and implementing best practices in the field of Human Resources. As part of the Leadership Team, this position helps drive vision, values, and culture across the agency. Position participates in influencing, reviewing, and carrying out goals, strategies, and priorities, and is responsible for modeling leadership principles within their department and across the agency.

QUALIFICATIONS

Education, Experience, Training:

Four-year degree with a minimum of three years' experience in Human Resources Management. HR certification (PHR/SPHR/SHRM-CP/SHRM-SCP) and payroll experience preferred. Experience working within a nonprofit organization preferred.

Knowledge, Skills, Ability:

- Knowledge of state and federal employment laws and regulations
- Excellent communication and organizational skills
- Excellent interpersonal and negotiating skills, with a strong customer service orientation
- Ability to train and counsel employees
- Ability to build strong relationships with a diverse group of people
- Strong computer skills and comfort with new technology
- Ability to handle sensitive information and maintain strictest standard of confidentiality
- Ability to prioritize in a fast-paced, multi-project and task environment
- Ability to advocate and demonstrated desire to constantly seek and apply best practices
- Ability to innovate, create, and advise on HR practices and processes

Physical Requirements:

Sedentary work with some driving. Repetitive motion, close visual acuity, talking, listening. Not substantially exposed to adverse environmental conditions.

ESSENTIAL FUNCTIONS

Talent Acquisition, Development, and People Services:

- Responsible for maintaining a clear view of organization's hiring needs, goals, and culture, and is also responsible for providing support and guidance that strengthens the capacity of staff and builds a positive, diverse and thriving organizational culture.
- Developing recruiting plans, drafting and updating job descriptions, posting the jobs, developing a pool of qualified individuals and managing onboarding tasks for all new employees (to include orientation, hiring paperwork, entry into HR systems, training on key processes and policies)
- Researching, developing, and implementing competitive compensation, benefits, performance appraisal, and employee incentive programs.
- Operating as a knowledge base and resource for staff and leadership team at Senior Services on HR related matters including but not limited to performance, workplace difficulties, conflict resolution, culture, and personal circumstances affecting employment; assist with the resolution of human resource, compensation, and benefits questions, concerns, and issues.
- Promoting a healthy organizational culture that aligns with the shared values and stated mission, to include maintaining a continued organizational focus on belonging.

- Monitoring and strengthening employee engagement and team connectivity across the agency to include supporting and leading employee communication and feedback programs such as staff newsletters, surveys, agency-wide staff meetings, and administering exit interviews.
- Coordinating employee training and promoting opportunities for professional development.
- Driving the performance management and review processes.
- Engaging with and providing direction to volunteers, as needed.

Compliance, Regulations and Policies:

- Ensure compliance with employment, benefits, insurance, safety, and other laws, regulations, and requirements, and update policies, procedures and processes as required.
- Maintain/Update Employee HR handbook and assist with interpreting policies for management and staff, ensure equitable and consistent application of policies, processes and procedures.
- Maintain knowledge of laws, regulations, and best practices in employment law, human resources, and talent management. Advise on and implement strategies to strengthen and grow Senior Services workforce.
- Accurately complete all required compliance reporting in a timely manner, generate reports and information to prepare for audits and benefit/insurance reviews.

Benefits Administration

- Coordinate with consultant and third-party benefit brokers to administer annual benefits renewal process. Coordinate and lead open enrollment process with staff, communicate benefits changes and ensure accurate entry of employee selections into payroll and HR/benefits systems.
- Administer, explain, and assist employees with company benefits needs and additional HR related issues including leaves of absence, worker's compensation, FMLA, STD, LTD and other similar claims and requests. Communicate with employees, brokers, and others throughout the process, as needed.
- Work closely with leadership, the accounting department, and others as needed to select, administer, record, and reconcile benefits costs.

Operational Tasks and Other Duties and Support:

- Support the bi-weekly payroll process by updating employee files, processing salary and other payroll changes, reviewing the maintenance log, and timecard exceptions, and working with accounting to ensure accurate processing of pay for each employee.
- Identify key performance indicators for the organization's human resource and talent management functions and assess the organization's success based on these metrics.
- Process transactions associated with new hires, compensation changes and reviews, employment changes, terminations, and employee verification, etc.
- Other duties as assigned

SUPERVISORY RESPONSIBILITIES

Responsible for own work only.

AUTHORITY/ACCOUNTABILITY

Ensure security, accuracy and integrity of employee data and information. Demonstrate commitment to the organization's mission, vision, and values. Responsible for promoting and maintaining a fair, equitable and diverse work environment for all. Responsible for adherence to labor laws and maintaining all related postings, policies and procedures.

PROBLEM SOLVING

Resolves issues regarding compliance with employment law and benefits. Assists with employee relations and investigations under agency policies.