

## JOB DESCRIPTION

<b>JOB TITLE:</b> Director, Human Resources	<b>DATE:</b> June 2, 2022
<b>DEPARTMENT:</b> Human Resources	<b>SECTION:</b> Human Resources
<b>REPORTS TO:</b> President/CEO	<b>SUPERVISORY RESPONSIBILITY:</b> HR staff
<b>FLSA STATUS:</b> Exempt	<b>GRADE LEVEL:</b> 7

**JOB SUMMARY:** Provides leadership and management of compensation and benefits administration, employee relations and staffing management, organizational and employee development, budgetary oversight and strategic planning. Supervises a team of HR professionals specializing in talent acquisition, benefits and generalist functions, and ensures legal and regulatory compliance within all functions of the department.

### I. **DUTIES AND RESPONSIBILITIES (Essential functions are italicized) A. Productivity**

1. *Design and administer compensation and benefit systems to attract, recognize and retain talent.*
  2. *Provide direction and oversight of HR staff responsible for talent acquisition, benefits and generalist responsibilities, and supervise other agency staff as assigned.*
  3. *Actively participate and/or lead agency committees, such as: Corporate Compliance, Safety, Employee Recognition, Retirement, and Employee Training and Development.*
  4. *Develop annual goals and objectives, staffing plans and budgets aligned with agency strategic initiatives.*
  5. *Provide consultative support to management team on resolution of personnel issues through performance management and coaching.*
  6. *Direct benefit and compensation programs ensuring contemporary design, efficient enrollment processes, legal compliance, customer service, communication and coordination with payroll and service providers.*
  7. *Oversee the overall hiring process, from sourcing/recruitment, interviewing, screening, hiring and onboarding of new employees.*
  8. *Establish and maintain agency training programs, including new employee orientation and onboarding programs, required annual trainings and professional development opportunities.*
  9. *Oversee the maintenance of the Human Resources Information System (HRIS) to ensure data integrity and timeliness of information and reporting.*
  10. *Manage benefit programs to ensure compliance with agency policies.*
  11. *Maintain records and process all worker's compensation claims, address accommodation requests, coordinate FMLA and personal leaves of absence requests, and complete annual reporting for OSHA, EEOC and CMS.*
  12. *Review and regularly update all department policies and procedures. Create new procedures as necessary.*
  13. *Review job descriptions and position classifications annually and as needed to ensure FLSA compliance. Create/revise job descriptions as needed.*
  14. Seek out and/or act on opportunities to engage in advocacy efforts that preserve the rights of persons served.
  15. Perform other duties and/or complete special projects as may be requested or assigned.
- ### **B. Communication Systems/Practices**
1. *Ensure employee education on benefit plans and dissemination of required legal notices.*
  2. *Continually seek quality improvements for management of information flow to payroll, fiscal and management.*

3. *Ensure upward and lateral communication within the department to promote teamwork and to foster positive attitudes toward department and agency goals.*
4. *Identify and utilize effective verbal, written and electronic communication skills and vehicles to accomplish tasks and clarify information for all internal and external customers.*
5. *Ensure that all communication takes place in a professional manner, reflecting dignity and respect for persons served.*
6. *Utilize people-first language in written and verbal communication.*
7. *Actively participate in department and committee meetings as appropriate, taking action on all assigned items.*
8. *Immediately alert appropriate supervisor/manager of any potentially critical issue or crisis situation.*

**C. Quality/Service Assurance**

1. *Analyze HR metrics and survey data to identify trends and recommend strategies for continuous quality improvement.*
2. *Evaluate benefit and compensation programs through research and market studies, and recommend design, policy and procedure changes as necessary.*
3. *Review all internal and external materials to ensure accuracy and consistency with agency and department standards.*
4. *Promote health and safety of all staff and persons served through adherence to all agency policies and procedures.*
5. *Maintain all appropriate information in a confidential and professional manner, and in accordance with regulatory guidelines.*
6. *Adhere to the organization's Code of Ethics and support the identified Position Statements.*
7. *Model appropriate behavior in interaction with persons served, staff, families, community resources and other audiences/customers.*
8. *Actively participate in personal professional development through use of Performance and Professional Development Plan, training opportunities and interaction with other staff and professionals.*

**D. Reporting**

1. *Oversee the on-going design and development of Human Resources management reports ensuring system is utilized to the maximum.*
2. *Utilize HRIS, client database or other appropriate software database to accurately and consistently document information to meet departmental and agency requirements.*
3. *Review and approve electronic timecards for assigned personnel.*
4. *Prepare all necessary reports according to established timelines and in adherence to agency guidelines.*

**E. Industry Relations**

1. *Remain current on trends and legislation in human resources.*
2. *Engage in leadership behavior to contribute to the organization's growth and development and to the provision of individualized supports and services that facilitate personal outcomes for persons served.*
3. *Provide leadership/mentoring to others through example and the sharing of knowledge and skills, as appropriate and/or requested.*
4. *Develop and maintain professional relationship with all internal and external customers.*
5. *Network with agency and other professionals to develop and enhance knowledge, skills and abilities.*

**F. Fiscal Management/Business Planning**

1. *Provide data and input in the budgeting process.*
2. *Ensure fiscal management through the comparison of expenses to budget.*
3. *Actively participate in all contract negotiations related to employee benefits and insurance plans.*
4. *Approve all appropriate payment authorizations using established guidelines.*

**G. Operating Systems/Practices**

1. Continually manage development of HRIS to maximize its capabilities.
2. Continually seek opportunities to enhance efficiencies in all aspects of department work flow.

3. Analyze systems for efficiency and effectiveness. **H. Human Resources Management/Development**

1. Actively participate in Performance and Professional Development planning process.
2. Provide direction, guidance, coaching and assistance to Human Resources staff as necessary.
3. Ensure the development of professional and technical skills of self and staff.
4. Positive, effective interactions with all levels of the agency.

**II. REQUIREMENTS A. Education/Experience**

1. Bachelor's degree in human resources management, business administration or related field.
2. Minimum of three years progressive human resources experience, including managing direct reports.
3. SPHR/PHR or SHRM-CP/SHRM-SCP certification preferred.
4. Master's degree preferred.

**B. Business/Technical Skills**

1. Professional/technical knowledge of general human resource management with an emphasis in benefits administration, HRIS, OSHA, FLSA, FMLA and related employment law.
2. Analytical ability for process, procedure and information management.
3. Ability to learn and effectively utilize identified computer software applications to accomplish tasks.
4. Ability to read, comprehend, interpret and apply information from general procedures, instructions, data and reports. **C. Interaction Skills**

1. Oral/written communication skills to clearly and effectively express ideas.
2. Ability to promote and participate as an effective team member.
3. Ability to use strategic thinking to understand and implement changes in anticipation of events and circumstances.
4. Customer service, negotiation and networking skills to establish contacts and meet agency and departmental outcomes. **D. Self Management Skills**

1. *Maintain regular attendance and punctuality and accurately maintain record of attendance.*
2. Ability to plan and organize work activities/processes, use discretion and sound judgment, take initiative and demonstrate flexibility to ensure goals are achieved in a timely manner.
3. Demonstrate cooperative attitude and tolerance for stress when confronted with critical situations.
4. Ability to maintain confidentiality and integrity.

5. Organizational skills and the ability to maintain accurate, detailed records. **E. Human Resource Management Development Skills**

1. Skills to include demonstrated leadership, delegation, coaching/counseling and team building.
2. Ability to motivate and recognize/reward employee performance.
3. Demonstrates a team management approach.
4. Uses appropriate interpersonal styles and methods to guide people toward goal achievement.

**F. General Requirements / Working Conditions**

1. Must provide own transportation, have valid driver's license and driving record must meet insurability requirements.
2. Must maintain and provide documentation of auto insurance at limits set by agency.
3. Must have ability to lift/move materials weighing up to 25 lbs. periodically.
4. Must maintain CPR and First Aid certification, and must stay current on all other training as defined by state, accreditation body or organization guidelines.

5. While performing the duties of this job, the employee is seldom exposed to moving mechanical parts, and fumes or airborne particles. The noise level in the work environment is usually quiet to moderate.

I have read and have been given an opportunity to ask questions regarding this job description. I also understand that this job description does not constitute an implied or expressed contract for employment. In addition, I understand that the employment relationship with my employer is employment at will and that the company or I may terminate the employment relationship at any time with or without cause. Furthermore, I understand that this description is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements, and I will perform other duties that are assigned to me to the best of my ability.

EMPLOYEE \_\_\_\_\_ DATE \_\_\_\_\_

VICE  
PRESIDENT/CFO \_\_\_\_\_ DATE \_\_\_\_\_

Revisions	Date	Initials
New – Director	11/08	ME
Reviewed	10/10	
Reviewed	4/12	
Reviewed	6/13	
Reviewed	7/14	
Reviewed	8/15	
Reviewed	9/16	
Revised	10/17	JZ
Reviewed	12/2020	TJ
Revised	6/2/22	SR – added new information in required section
Revised	8/15/22	changed reporting from CFO to CEO, added pay grade JH