

Full Time

Exempt

**Position Title:** Human Resources Director  
**Status:** Exempt  
**Department:** Administration  
**Reports to:** Executive Director  
**Work Schedule:** 40 hrs./week; Monday-Friday 8:30am – 5:00pm

### **Definition**

As a member of the executive team the Human Resources Director guides and manages the overall provision of Human Resources services, policies, and programs for Connecting Point (CP). The Human Resources Director will direct the administration of CP including reception and facilities. Finally, the Human Resource Director assumes other responsibilities as assigned by the Executive Director.

### **Examples of Duties (Illustrative Only)**

#### **Primary Objectives of the HR Director**

- Employee safety, welfare, wellness and health
- Organizational and Space planning
- Recruiting and staffing
- On-boarding and welcoming new employees
- Development of an employee-oriented agency culture that emphasizes quality, continuous improvement, and high performance.
- Employee and community communication
- Manage employee retention programs
- Manages and oversees separation, retirement and termination of employees

#### **Human Resources Department**

- Monitors administration to established standards and procedures. Identifies opportunities for improvement and resolves any discrepancies.
- Oversees and manages the work of reporting Human Resources and office staff. Encourages the ongoing development of the Human Resources staff.
- Selects and supervises Human Resources consultants, attorneys, and training specialists, and coordinates CP's use of insurance brokers, insurance carriers, pension administrators, and other outside sources.
- Conducts a continuing study of all Human Resources policies, programs, and practices to keep management informed of new developments.
- Leads the development of department goals, objectives, and systems.

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- Establishes departmental measurements that support the accomplishment of the CP's strategic goals.
- Directs the preparation and maintenance of such reports as are necessary to carry out the functions of the department. Prepares periodic reports for management, as necessary or requested, to track strategic goal accomplishment.
- Develops and administers programs, procedures, and guidelines to help align CP workforce with the strategic goals.
- Participates in executive, management, and company staff meetings and attends other meetings and seminars.
- Monitors and manages payroll issues.

### **Training and Development**

- Defines all Human Resources training programs. Provides necessary education and materials to managers and employees including workshops, manuals, employee handbooks, and standardized reports.
- Establishes an in-house employee training system that addresses agency training needs including training needs assessment, new employee orientation or onboarding, management development, production cross-training, the measurement of training impact, and training transfer.
- Assists managers with the selection and contracting of external training programs and consultants.
- Assists with the development of and monitors the spending of the agency training budget.

### **Employment**

- Establishes and leads the standard recruiting and hiring practices and procedures necessary to recruit and hire a superior workforce.
- Interviews management- and executive-level candidates; serves as an interviewer for position finalists.
- Provides introduction to CP and on-boarding of new employees.

### **Employee Relations**

- Formulates and recommends Human Resources policies and objectives for the company with regard to employee relations.
- Partners with management to communicate Human Resources policies, procedures, programs and laws.
- Determines and recommends employee relations practices necessary to establish a positive employer-employee relationship and promote a high level of employee morale and motivation.
- Conducts investigations when employee complaints or concerns are brought forth.
- Monitors and advises managers and supervisors in the progressive discipline system of the company. Monitors the implementation of a performance improvement process with non-performing employees.
- Reviews, guides, and approves management recommendations for employment terminations.

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- Leads the implementation of company safety and health programs. Monitors the tracking of OSHA-required data.
- Reviews employee appeals through the company complaint procedure.

### **Compensation**

- Establishes the company wage and salary structure, pay policies, and oversees the variable pay systems within the company including bonuses and raises.
- Leads competitive market research to establish pay practices and pay bands that help to recruit and retain superior staff.
- Monitors all pay practices and systems for effectiveness and cost containment.
- Leads participation in salary surveys as directed by management team.

### **Benefits**

- With the assistance of executive team obtains cost-effective, employee serving benefits; monitors national benefits environment for options and cost savings.
- Leads the development of benefit orientations and other benefits training.
- Recommends changes in benefits offered, especially new benefits aimed at employee satisfaction and retention.

### **Law**

- Leads company compliance with all existing governmental and labor legal and government reporting requirements including any related to the Equal Employment Opportunity (EEO), the Americans With Disabilities Act (ADA), the Family and Medical Leave Act (FMLA), Employee Retirement Income Security Act (ERISA), the Department of Labor, worker compensation, the Occupational Safety and Health Administration (OSHA), and so forth. Maintains minimal company exposure to lawsuits.
- Directs the preparation of information requested or required for compliance with laws. Approves all information submitted. Serves as the primary contact with the agency employment law attorney and outside government agencies.
- Protects the interests of employees and the agency in accordance with agency Human Resources policies and governmental laws and regulations.

### **Organization Development**

- Designs and directs and manages a company-wide process of organization development that addresses issues such as succession planning, superior workforce development, key employee retention, organization design, and change management.

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- Manages employee communication and feedback through such avenues as company meetings, suggestion programs, employee satisfaction surveys, newsletters, employee focus groups, one-on-one meetings, and Intranet use.
- Directs a process of organizational planning that evaluates company structure, job design, and personnel forecasting throughout the company. Evaluates plans and changes to plans. Makes recommendations to executive management.
- Identifies and monitors the organization's culture so that it supports the attainment of the agency's goals and promotes employee satisfaction's culture so that it supports the attainment of the agency's goals and promotes employee satisfaction.
- Leads a process of organization development that plans, communicates, and integrates the results of strategic planning throughout the organization.
- Manages the company-wide committees including the wellness, training, environmental health and safety, activity, and culture and communications committees.
- Keeps the Executive Director and the executive team informed of significant problems that jeopardize the achievement of agency goals, and those that are not being addressed adequately at the line management level.

### **Communication**

- Manages internal communications including:
  - Staff Paperclip
- Manages external communications, including:
  - Writing, editing, publication of e-newsletters (211, Senior I&A)
  - With program staff, conducts in-service presentations
  - Writing and editing of press releases

### **Disaster Management**

- Designs, implements, and maintains staffing plans for disaster activation, including staff impact assessment, reporting, and staff deployment.
- Assists executive team in planning and executing direct assistance to staff as needed during and after disaster activation.
- Plays other roles in disaster activation as needed, such as oversight over PIO and resources, supporting chain-of-command communications, and reporting as needed.

### **Qualifications**

#### **Knowledge of:**

- Computer software and applications including Internet applications, word processing, and spreadsheets, Office and MS Teams.
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- Principles of communication accessibility

**Skill in:**

- Communicating clearly, effectively, and respectfully, both orally and in writing.
- Working effectively with staff and stakeholders.
- Convening and facilitating staff and stakeholder meetings.
- Organizing work, tracking activities, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

**Licenses and Certificates**

- Possession of a valid California State Driver license within 30 days of hire. Proof of adequate vehicle insurance. Reasonable accommodations may be provided for otherwise qualified individuals who require and request such accommodation.

**Physical Demands and Working Conditions:**

Speech and hearing to communicate in person and by telephone; vision to read handwritten and printed materials and a computer screen. Reasonable accommodations may be provided for some physical demands for otherwise qualified individuals who require and request such accommodations.

**Other Requirements:**

This description lists the major duties and requirements of the job and is not all-inclusive. Not all duties are necessarily performed by each incumbent. Incumbents may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.