

Home of Guiding Hands (HGH) JOB DESCRIPTION

Job Title: Human Resources Manager
Department: Human Resources – 665
FLSA: Exempt
Reports to: Executive Director

Primary Purpose

This is a responsible management and supervisory position that involves administering human resources policies, programs and practices. Day-to-day activities include coaching, mentoring, training and problem solving. The organization will turn to you to provide technical answers and solutions to common and unique human resources issues.

Essential Job Responsibilities

1. Coordinates the development and implementation of compensation programs, including position development and evaluation, conducts salary surveys, and recommends market/equity adjustments.
2. Coordinates all aspects of employee benefits administration including; open enrollment, health, life and disability insurances, leaves and 403(b) plan.
3. Interface with payroll and finance department staff to ensure employee benefit deductions and vendor payments, as well as employee data base accuracy. Responsible for design and retrieval of reports as needed.
4. Develops strategies and methods for evaluating performance, diagnosing performance problems, coaching/counseling, improving employee communication, career guidance, and assessment techniques.
5. Liaison to CWA Local 9509 for all bargaining unit issues. Represents the Agency position at the collective bargaining table. Assists management to effectively resolve employee issues and grievances.
6. Proposes, publishes, and administers personnel policies and procedures.
7. Works closely with workers' compensation third party administrator to: process workers comp claims, meet Cal-OSHA/OSHA requirements, ADA compliance, risk management and loss prevention, reporting and trend analysis. Acts as the HGH Safety Manager and safety committee chairperson to develop and implement comprehensive health and safety programs, goals and incentives.
8. In conjunction with designated trainer/s, department directors and supervisors, coordinates the provision of training and development experiences through needs assessment (individual and group), identification of objectives for training programs and career coaching using assessment techniques.
9. Coordinates and conducts internal investigations that are staff related and makes recommendations for follow-up and training and/or disciplinary action as warranted.
10. Acts as staff liaison to the Human Resources Committee of the HGH Board of Directors.
11. Monitors unemployment claims and assists departments with appeals. Coordinates all activities associated with employee separations.

Knowledge and Skills:

General knowledge of the principles and practices of personnel administration; knowledge of sound techniques in all aspects of personnel management; knowledge of the organization and operations of administrative programs; ability to develop long-term plans and programs and to evaluate work

accomplishments; ability to apply and adapt practices and techniques to the special requirements of senior management; ability to establish and maintain effective relationships with other management staff, employees, and the general public; ability to present facts and recommendations effectively in oral and written form.

Education and Work Experience:

- A Bachelors degree in Human Resources Management, Public Administration, Psychology, Education or a related field and five (5) years managerial and supervisory experience in human resources management;
OR
- A Master's degree in Human Resources Management or a related field and three (3) years of increasingly responsible experience in human resources,
OR
- Any equivalent combination of education, training and experience that provides the required knowledge, skills and abilities are qualifying. Strong computer skills working with MS office and HR/Payroll applications.

License and Certificate:

No license or certificate is required in order to apply; however, possession of an HR certification from SHRM, IPMA or an accredited college is highly desirable.

Other: Must maintain confidentiality of consumer PHI (Protected Health Information) used for treatment, payment, health care, etc. Access to confidential information and PHI (Protected Health Information) is limited to a legitimate business need to know only basis.

I acknowledge that I have read this job description and that the contents have been discussed with me.

Employee Signature _____ Date _____

Revised 12/2011