

Human Resources Director



Job Class: Human Resources Director
Department: Administration
Supervisor: Executive Director
FLSA Status: Exempt Grade: 17 (or 5)
Revision Date: June 2020
Prepared by: Bi-County Community Action Programs, Inc.

Job Summary:

The Human Resources Director provides strategic leadership and oversight of the Human Resources department, ensuring efficient employment systems administration and professional support services to BI-CAP's programs, employees and supervisors. The HR Director ensures compliance of employment laws and regulations, and funding requirements as they relate to staff. This position effectively addresses performance management, recruiting and hiring, compensation and benefits, training, record keeping, legal compliance and employment issues as needed. As a member of the BI-CAP Management Team, the HR Director fosters a positive, professional work culture. The role maintains extreme confidentiality of all information encountered, continuously multi-tasks, works well under pressure, and fluidly prioritizes duties to accomplish changing needs. This is a highly demanding position requiring successful oversight and management of multiple demands and deadlines, making sound decisions that can have significant consequences affecting program operations, legal liability, and BI-CAP employees. The HR Director identifies, researches, and provides leadership in the preparation and recommendation of employee policies for the organization.

Scope of Responsibility:

Responsible for providing human resource services for agency staff of approximately 120 employees. Serves as an on-site supervisor for the Bemidji location as backup for Program Directors.

Essential Duties and Responsibilities:**Recruitment/Selection:**

- 1 Performs recruitment and new employee orientation duties to ensure that BI-CAP is properly staffed and employees are trained in agency policy. Under general supervision of the Executive Director, hires new employees and administers the termination process.
 - 1.1 Develops and facilitates a hiring process in conjunction with department Directors to fill open positions including recruiting, advertising, screening applicants, developing and administering job-related selection instruments, certifying the top candidates from the selection of the interview team and overseeing or assisting with reference checks;
 - 1.2 Provides training and support to supervisors on nondiscriminatory recruitment and selection practices;
 - 1.3 Recommends, along with interview team, top candidates to Executive Director for final placement;
 - 1.4 Performs or oversees new employee orientations and ensures that all related paperwork is properly completed and processed;
 - 1.5 Participates in decisions on matters of hiring, transfer, suspension, lay off, recall, promotion, discharge, assignment, reward, adjusting grievances or disciplining employees;

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- 1.6 Processes change in status and termination paperwork; monitors and supports HR Generalist in administering and tracking recruitment and selection information to meet employment law compliance needs;
- 1.7 Conducts exit interviews and ensures all termination paperwork is properly completed and processed.

Compensation Systems:

- 2 Maintains accurate job descriptions that reflect current duties and responsibilities of the position and needs of the program, which also serves as a resource and compliance tool for employment recruitment, Workers' Compensation, and the Americans with Disabilities Act.
 - 2.1 Accurately grades and titles positions, consistent with FLSA status requirements and similar positions within the structure;
 - 2.2 Provides advice and support to supervisors on pay decisions and system interpretation.
 - 2.3 Maintains the effectiveness of existing compensation structure and salary ranges by conducting regular salary surveys and making subsequent revisions according to compensation trends and Corporation objectives;
 - 2.4 Authorizes employee salaries and subsequent compensation changes to maintain the integrity and fairness of the system and comply with program guidelines as appropriate.

Employment Benefit Compliance:

- 3 Ensures compliance and seamless administration of employee benefits, providing support to the Human Resources Generalist as needed. Evaluates existing benefits with those of other employers by analyzing alternative plans, surveys, and resources, recommending changes as needed to continue to offer comprehensive benefits to successfully recruit and maintain quality staff.
 - 3.1 Maintains knowledge of industry standard employee benefit packages; researches benefit vendors and conducts RFP process as needed to ensure BI-CAP is offering quality benefits at a competitive cost. Implements changes to existing plans by ongoing, open communication with employees;
 - 3.2 Manages and arranges for Annual Open Enrollment, including oversight for EASE benefit reports and 403b retirement funds. Oversees open enrollment employee benefit data transfer to benefit plan providers;
 - 3.3 Ensures all employee benefit data is accurately managed on provider site;
 - 3.4 Ensures Affordable Care Act compliance by overseeing systems and procedures in place. Collaborates with the Human Resources Generalist to submit annual mandated reports as established under ACA criteria, provide applicable notices to employees;
 - 3.5 Offers Family and Medical Leave according to FMLA eligibility requirements; ensures supporting documentation is received and maintained; monitors Leave until exhausted or employee has returned to work. Collaborates with employee and supervisor to address requests for leave of absence when the employee is not eligible;
 - 3.6 Monitors claims and reporting for Short Term Disability, Workers' Compensation and Unemployment. Manages supported documentation and tracking with staff and supervisors as needed. Provides supervisors with benefit utilization information, training, and support to minimize unemployment exposure and to discourage inappropriate claims;
 - 3.7 Effectively works with auditors to compile all necessary information to complete the annual 403b audit. Reviews findings and implements suggestions for ongoing effective maintenance of plan;
 - 3.8 Ensures 403b plan is in compliance by completing necessary items prior to filing the annual 5500s for respective plans;
 - 3.9 Maintains knowledge in state and federal laws that apply to benefit administration;

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- 3.10 Champions wellness incentives and employee awareness in areas of physical and mental health and well-being. Oversees, supports and directs Employee Action Team.

Employment Systems Compliance:

- 4 Provides advice and council to agency Directors and staff on a variety of issues.
 - 4.1 Counsels and advises Directors and employees on personnel policies, procedures, benefits, equal opportunity, employee discipline, probation, etc.;
 - 4.2 Protects the corporation and its programs by minimizing liability exposure. Represents the employer, acts as an unbiased mediator or advocate for the employee, as appropriate, in events of dispute, performance concerns, workers compensation and unemployment claims, and actions that affect employment or benefits. Ensures employee rights are protected regardless of situation;
 - 4.3 Completes Employee Relations duties and internal investigations of improper employee conduct including, but not limited to, sexual harassment or other infractions of policy or statute.
- 5 Ensures that BI-CAP maintains mandated employment Plans and ensures compliance of auditing, documentation, reporting, and training requirements by Equal Employment Opportunity Commission, Department of Human Rights Affirmative Action and Americans with Disabilities Act.
 - 5.1 Researches changes or new human resource employment-related regulations and determines the impact of such laws on the agency; recommends appropriate changes to employee policies;
 - 5.2 Informs Department Heads, Executive Director and Personnel Committee of Board of changes in personnel-related laws and makes recommendations to revise programs or practices to comply;
 - 5.3 Prepares and monitors equal employment opportunity and affirmative action programs and prepares related reports;
 - 5.4 Ensures job descriptions define minimum qualifications and are in compliance with Americans with Disabilities Act;
 - 5.5 Plans, organizes, oversees and maintains a centralized personnel recordkeeping system and ensures compliance with Minnesota Data Practices Act and record retention requirements;
 - 5.6 Ensures all appropriate notices are posted at various BI-CAP locations;
 - 5.7 Conducts staff training as necessary to provide education on regulations and compliance.
- 6 Participates in human resource policy development and documentation.
 - 6.1 Works with the Executive Director in analyzing effectiveness of current human resource policies;
 - 6.2 Researches, drafts and recommends new policies or changes to existing policies to Management Team, Executive Director and Board Personnel Committee;
 - 6.3 Revises employee handbook to reflect revised/new policies;
 - 6.4 Communicates new/revised policies to agency staff. Ensures all new employees receive policies upon hire. Reviews policies annually and notify staff of any changes. Provides training and support to others regarding interpreting and complying with policies.

Employment Systems Administration:

- 7 Monitors unemployment benefit activity for validity of claims; appeals benefit findings as appropriate.
 - 7.1 Provides supervisors with benefit utilization information, training, and support to minimize unemployment exposure and to discourage inappropriate claims;

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7.2 Acts as a backup to the Human Resources Office Assistant or HR Generalist as needed.

Marketing and Public Image:

1. Supports the agency's public image and recruitment strategies through marketing efforts with social media, BI-CAP's website, annual report and agency program guides and other collateral as needed.
 - 1.1 Organizes Special Projects such Health Fairs, All Staff, and other employee recognition programs. Oversees attendance by self or HR Generalist;
 - 1.2 Oversees providing community outreach to locate and assist in providing services to underserved populations by participating in community events, holding meetings, collaborating with other social service agencies and developing advertising materials;
 - 1.3 Supports HR Generalist in delivering the weekly BUZZ and BI-CAP's quarterly newsletter.

Performance Management /Training:

- 8 Using independent judgment, provides supervision and leadership to department personnel under the span of control.
 - 8.1 Assists in goal setting and objectives for others to work towards and monitors performance;
 - 8.2 Administers the performance management process including dissemination of appropriate forms, communication of review dates and advising Directors of appropriate means of sound documentation to ensure consistency;
 - 8.3 Conducts ongoing feedback, coaching, mentoring, and timely formal reviews of performance for assigned employees;
 - 8.4 Provides training and work direction, ensuring the employee knows and follows department and BI-CAP rules as well as sound work and safety practices in order to accomplish the job objectives and avoid injury or loss;
 - 8.5 Assesses staff development needs and directs the provision of staff training with supervisor;
 - 8.6 Conducts quarterly Supervisory/Management training and development platforms with appropriate content related to employee management such as personnel policies, corrective action plan, termination;
 - 8.7 Provides various mandated and elective trainings as required and requested;
 - 8.8 Maintains a training resource for employees to review previous formal trainings as well as informational resources and products to enhance employee knowledge on topics such as supervision, leadership, and performance management;
 - 8.9 Provides formal and informal training and professional development opportunities for Human Resources staff to enhance their professional knowledge; does the same for themselves.
- 9 Communicates courteously and professionally and maintains working relationships with others in carrying out job functions.
 - 9.1 Communicates with others in the department to provide information relating to work assignments and progress of work or to convey information about conditions or work related needs;
 - 9.2 Regularly interacts across departments to exchange information as requested or as necessary to perform job duties and to achieve work-related objectives;
 - 9.3 Effectively negotiates with vendors or across departments in order to achieve work-related objectives;
 - 9.4 Maintains relationships that are key to the function of BI-CAP as an organization;

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- 9.5 Serves a principal role in guiding or executing communications and establishing working relationships that affect the overall organization work environment;
- 9.6 Serves on Employee Action Team (EAT) providing direction and support;
- 9.7 Oversees IDI (Employee IDI training and team);
- 9.8 Keeps immediate supervisor informed of all problems, unusual or extraordinary matters of significance coming to his/her attention so that prompt corrective action can be taken where appropriate;
- 9.9 Adheres to agency's policies concerning data privacy.

Agency Management Team Member:

- 10 Appropriately participates with agency Management team meetings and is active liaison to Board Personnel Committee
 - 10.1 Attends and assists Executive Director with preparation for Board Personnel Committee meetings as needed;
 - 10.2 Serves as liaison between the Personnel Committee and employee groups;
 - 10.3 Directs Annual All Staff and incorporates trainings for agency compliance oversight.

Agency Org Standard and ROMA Site coordinator:

- 11 With Executive Director, participates and oversees Organizational Standard Compliance
 - 11.1 Serves as agency ROMA site coordinator.

All Duties:

- 12 Performs all job duties in compliance with safety guidelines and with an ongoing awareness of safety practices.
 - 12.1 Knows and follows department and BI-CAP rules as well as sound work and safety practices in order to accomplish the job objectives and avoid injury or loss;
 - 12.2 Wears proper protective equipment when policy requires, or conditions indicate a need exists, and utilizes proper body mechanics and ergonomics while performing work;
 - 12.3 When potentially unsafe conditions are observed makes efforts to avoid or correct them if they are controllable and draws them to the attention of the responsible supervisor or safety representative in a timely manner.
- 13 Performs other duties and activities as assigned.

Minimum Qualifications:

Minimum job requirements are a four-year degree in Human Resources Management or equivalent with 2+ years of experience. Requires a valid driver's license. Must have a strong commitment to BI-CAP's values of collaboration, innovation and compassion as well as a respect for diversity.

Knowledge, skills and abilities include:

- Knowledge of employment and human resource laws and regulations;
- Ability to communicate effectively in both verbal and written forms;
- Knowledge of human resource management practices such as training, discipline, coaching, delegation, etc.;
- Ability to select competent personnel and to train them to perform their duties in an effective and efficient manner;
- Ability to supervise personnel in a manner conducive to efficient performance and high morale;

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- Ability to establish and maintain effective working relationship with others;
- Must be unbiased toward low-income families and other racial and ethnic groups, and must have an appreciation of cultural diversity and differing values.

Physical Demands & Working Conditions:

Most work is performed in an office environment. Position requires frequent sitting, occasional lifting, bending, twisting, kneeling and standing. The position also requires the ability to frequently lift 10 lbs and up to 50 lbs. on occasion. Occasional driving is required to attend meetings that may be located out of the service area and include an overnight stay. The job may involve meeting with and calming individuals that are emotionally charged over an issue. There is considerable attention to detail and deadlines.

Some requirements in this job description may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees. All requirements are subject to modification to reasonably accommodate individuals with disabilities.

Requirements are representative of minimum levels of knowledge, skills, and experience required. To perform this job successfully, the worker must possess the abilities and aptitudes to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. The Executive Director retains the discretion to add duties or change the duties of this position at any time.