



JOB DESCRIPTION

Position Title: Manager, Human Resources
Position Reports to (Title): Chief Operations Officer
Exempt/Non-Exempt: Full time, Exempt

1. Position Summary

Reporting to the Chief Operations Officer, this position is charged with the development and implementation of Human Resource policies and programs designed to acquire and develop top talent, build leadership and organizational capability and champion culture, values and diversity that will enable the organization to achieve our objectives and deliver on our value proposition. He/she will be responsible for implementing components to the 2019-2022 Strategic Plan.

2. Essential Functions

Employee Relations

- Designs and implements the organization's Employee Relations policies and programs focusing on continuous communication and improvement.
- Builds and maintains relationships throughout the organization to better understand potential workplace issues or concerns, allowing for solutions-based actions.
- Assist in identifying opportunities and / or challenges relating to the workforce and the workplace environment, bringing recommendations for resolution to the organizational leadership for review.
- Serves as a visible champion for employee morale and the organizational culture.
- Creates, implements and manages employee recognition programs.
- Consults legal counsel to ensure that policies comply with federal and state law.
- Plans and conducts new employee orientation to foster positive attitude toward organizational goals.
- Prepares employee separation notices and related documentation, and conducts exit interviews to determine reasons behind separations.
- Prepares reports and recommends procedures to reduce absenteeism and turnover.

Payroll and Benefits Administration

- Analyzes wage and salary reports and data to determine competitive compensation plan.
- Administers benefits programs such as life, health, and dental insurance, vacation, sick leave, leave of absence, and employee assistance.

Performance Management

- Leads management through all performance management processes, including performance appraisals, coaching and mentoring.
- Administers performance review program to ensure effectiveness, compliance, and equity within organization. Administers salary administration program to ensure compliance and equity within organization.

Compliance

- Oversees the analysis, maintenance, and communication of records required by law or local governing bodies, or other departments in the organization.
- Identifies legal requirements and government reporting regulations affecting human resources functions and ensures policies, procedures, and reporting are in compliance. Studies legislation, arbitration decisions, and collective bargaining contracts to assess industry trends.
- Investigates accidents and prepares reports for insurance carrier.
- Represents organization at personnel-related hearings and investigations.

Policies / Procedures / Systems

- Writes directives advising department managers of organizational policy regarding equal employment opportunities, compensation, and employee benefits.
- Develops and maintains a human resources system that meets top management information needs.
- Writes and delivers presentations regarding human resources policies and practices.
- Keeps records of benefits plans participation such as insurance plan, personnel transactions such as hires, promotions, transfers, performance reviews, and terminations, and employee statistics for government reporting.
- Responds to inquiries regarding policies, procedures, and programs.
- Prepares budget of human resources operations.

Recruitment / Training

- Recruits, interviews, tests, and selects employees to fill vacant positions screening before sending to hiring managers.
- Establish and maintain an active relationship with colleges, universities and trade schools to create a talent pipeline of interns and potential employee hires.
- Manages the Gardens' internship program.
- Oversees all professional development related activity.
- Coordinates management training in interviewing, hiring, terminations, promotions, performance review, safety, and sexual harassment.
- Contracts with outside suppliers to provide employee services, such as temporary employees, search firms, or relocation services.

Grant Reporting

- Active participation in grant processing and reporting

3. Sphere of Responsibility

Supervision

- Provides management direction and counseling. Supervises contractors as necessary.

4. Internal and External Contacts

Internal: All Powell Gardens employees, Board of Directors, volunteers

External: Contractors, Vendors, Clients, Community

5. Consequence of Error

The Manager, Human Resources is the central position managing all human resource policies and employment. Failure to successfully execute the duties of this position can result in compliance issues causing financial hardship on the organization.

6. Experience/Education

Education	A Bachelor's degree in business or related field. Proven experience with training and management.
Experience	5+ years of human resources experiences 2 years of supervisory experience
Knowledge	Strong understanding of human resource policies Proven managerial, problem-solving and planning capabilities Significant engagement in the field with knowledge of best practices and technology. A mature level of judgment and decision-making in a changing, fast-paced, future-thinking and visitor-centric environment
Communications	Speak, listen and write in a clear, thorough and timely manner Diplomatic and professional Transparent and factual
Core Competencies	<p>Action- Oriented and Nimble Learning Readily takes action on challenges, without unnecessary planning; identifies and seizes new opportunities; displays a can-do attitude in good and bad times; steps up to handle tough issues; learns quickly when facing new situations; experiments to find new solutions; takes on the challenge of unfamiliar tasks; extracts lessons learned from failures and mistakes</p> <p>Balances Stakeholders Understand internal and external stakeholder requirements, expectations and needs; balances the interests of multiple stakeholders; considers cultural and ethical factors in decision-making process; acts fairly despite conflicting demands of stakeholders</p> <p>Builds Networks Maintains relationships across a variety of functions and locations; draws upon multiple relationships to exchange ideas, resources, and know-how; consults with a wide network of internal and external connections; connects the right people to accomplish goals, works through formal and informal channels to build broad-based relationships and support</p> <p>Collaborates Models collaboration across the organization; facilitates an open dialogue with a wide variety of contributors and stakeholders; represents own interests while being fair to others and their interests; credits others for their contributions and accomplishments; promotes high visibility of shared contributions to goals</p> <p>Cultivates Innovation Moves beyond traditional ways of doing things; pushes past the status quo; continually assesses the market potential of an innovative idea or solution; finds and champions the best creative ideas and actively moves them into implementation; tries multiple varied approaches to innovative ideas; builds excitement in others to explore creative options</p> <p>Drives Results Has a strong bottom-line orientation – sets aggressive goals and high standards; persists in accomplishing objectives despite obstacles and setbacks; has a track record of exceeding goals successfully; pushes self and helps others achieve results; pursues everything with energy, drive, and the need to finish</p>

Drives Vision and Purpose and Strategic Mindset

Sees the big picture, constantly imagines future scenarios, and creates strategies to sustain competitive advantage; is a visionary and able to articulately paint credible pictures and visions of possibilities and likelihoods; formulates a clear strategy and maps the aggressive steps that will clearly accelerate the organization toward its strategic goals; talks about future possibilities in a positive way; creates milestones and symbols to rally support behind the vision; articulates the vision in a way everyone can relate to creates organization-wide energy and optimism for the future; shows personal commitment to the vision

Financial Acumen

Develops and manages budgets for assigned areas; reallocates resources as necessary; encourages all to effectively manage expenses and resources; integrates various factors from multiple perspectives to formulate possible outcomes

Interpersonal Savvy

Relates comfortably with people across levels, functions, culture, and geography; acts with diplomacy and tact; builds rapport in an open, friendly, and accepting way; builds constructive relationships with people both similar and different to self; picks up on interpersonal and group dynamics

Manages Ambiguity

Is energized when faced with ambiguity and uncertainty; makes significant progress and remains calm and composed, even when things are uncertain; manages the risk that comes with moving forward when the outcome isn't certain; adapts quickly to changing conditions

Managing Change & Improvement

Measures effectiveness in initiating changes; adapts to necessary changes from old methods when they are no longer practical; identifies new methods and generates improvement in the organization's performance

Manages Complexity

Asks the right questions to accurately analyze situations; uncovers root causes to difficult problems; evaluates pros and cons, risks and benefits of different solution options; readily distinguishes between what's relevant and what's unimportant to make sense of complex situations; analyzes multiple and diverse sources of information to define problems accurately before moving to solutions

Manages Conflict

Step up to conflicts, seeing them as opportunities; asks questions and listens closely to all issues presented; finds common ground and drives to consensus, ensuring that all feel heard; defuses high-tension situations effectively

Optimizes Work Processes

Designs processes and procedures that allow managing from a distance; seeks ways to improve processes, from small tweaks to complete reengineering; separates and combines tasks into efficient and simple workflow; thinks about the whole system, focuses efforts on continuous improvement; identifies and seizes opportunities for synergy and integration

Strategic mindset

Sees the big picture, constantly imagines future scenarios, and creates strategies to sustain competitive advantage; is a visionary and able to articulately paint credible pictures and visions of possibilities and likelihoods;

	<p>formulates a clear strategy and maps the aggressive steps that will clearly accelerate the organization toward its strategic goals</p> <p>Persuades and Negotiates Convinces others to take action; negotiates skillfully in touchy situations; responds effectively to the reactions and positions of others; shares own ideas in a compelling manner that gains commitment from others; finds common ground and acceptable alternatives that satisfy the needs of multiple stakeholders</p> <p>Plans and Aligns Contributes to key results through execution of job duties; makes sound and timely decisions related to job duties; consults others when appropriate; suggests ways to do the job better</p> <p>Situational Adaptability and Decision Quality Picks up on situational cues and adjusts in the moment; readily adapts personal, interpersonal, and leadership behavior; understands that different situations may call for different approaches; can act differently depending on the circumstances: Makes sound decisions, even in the absence of complete information; relies on a mixture of analysis, wisdom, experience, and judgment when making decisions; considers all relevant factors and uses appropriate decision-making criteria and principles; recognizes when a quick 80% solution will suffice</p> <p>Tech Savvy Anticipates the impact of emerging technologies and makes adjustments; readily learns and adopts new technologies; continually scans the environment for technology breakthroughs; experiments with a wide range of existing technologies while applying new and emerging options that can enhance organizational outcomes; encourages others to learn and adopt new technologies</p>
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7. Work Environment/Physical Requirements

Primarily Monday through Friday, 8 am to 5 pm, but employee must be willing to work longer hours as projects and deadlines require. Must be available to work as required at events or programs. Travel to off-site meetings as required. Able to remain in a stationary position up to 50% of the time; move about inside the office to perform normal duties; move throughout a multi-facility work location

Disclaimer Statement:

Every effort has been made to make your job description as complete as possible. However, this position description in no way state or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other duties requested by their department supervisor.

Accepted By: _____ Date: _____