HOUSING RESOURCES INC.
JOB DESCRIPTION

JOB TITLE: Employee Relations and Human Resources Manager

DEPARTMENT: Administration

REPORTS TO: Executive Director

STATUS: Exempt

DIRECT REPORTS: None

BASIC PURPOSE:

Housing Resources, Inc. (HRI) is a non profit housing agency whose mission is to assure housing for socially and economically vulnerable residents of Kalamazoo County. HRI offers an array of services from shelter to permanent supportive housing and is supported by numerous entities such as federal, state, and local government, foundations, corporations and individual donors. The Employee Relations and Human Resources Manager plans, implements, monitors, and evaluates the full range of employee relations and human resources activities, policies, and procedures including recruitment, hiring, compensation, payroll and benefits, training and career development, staff scheduling, disciplinary action, termination or retirement and employee relations functions. Interested candidates should forward their resume along with a cover letter to hr@housingresourcesinc.org.

PRINCIPAL ACCOUNTABILITIES:

- Assist in the review, development, updates, maintenance, and monitoring of agency and personnel policies and procedures including:
  - Considering applicable provisions of federal, state, and local regulations as they pertain to areas of responsibility, accepted principles of management, and any specific directives issued by the executive director.
  - Utilizing all available resources to monitor issues in employment law and communicate potential changes to the executive and associate directors.

- Manage all areas of employee relations including:
  - Assessing and proposing goals and objectives for improvements in employee relations activities.
  - Assessing personnel administration such as working conditions, disciplinary actions, and employee and applicant appeals and grievances and recommend a plan for resolution.
  - Analyzes wage and salary data to determine competitive compensation plan(s) and administers salary administration program to ensure compliance and equity within organization.

  - Receiving employee complaints and advising management in appropriate resolution of employee relations issues.

- Managing employee communications.

- Hire and retain employees in all employment positions by:
  - Organizing and implementing recruitment, interviewing and hiring activities.
  - Pre-screening employment candidates for all vacant positions.
  - Interviewing employment candidates in conjunction with managers.
  - Processing all new employee documentation related to hiring, and orientation.
  - Developing and maintaining employee and retention strategies.

- Maintain agency and employee records:
  - Including personnel transactions such as interviews, new hires, promotions, transfers, terminations, and employee statistics for government reporting.

- Manage payroll and benefits administration by:
  - Processing bi-weekly payroll and recording in accounting software including maintenance and reporting.
  - Processing employee benefits and maintaining records of benefits plans participation such as insurance and retirement plans and employee statistics for government reporting.
  - Monitoring unemployment claims, workers compensation claims, assist with appeals, and coordinate with insurance carrier.

- Overseeing employee performance appraisal program to ensure effectiveness, compliance, and equity within agency including:
  - Reviewing current evaluation process and proposing revisions.
  - Drafting a revised evaluation process as necessary with a plan for implementation for proposal to the executive director.
  - Training all staff on the approved process.
  - Ensuring that evaluations are completed according to established timelines.
  - Reviewing evaluations of performance on all employees effectively making recommendations for performance improvement plans, professional development plans, promotions, terminations, disciplinary actions, and commendatory actions of all personnel.
  - Overseeing and ensuring the implementation of the agency's progressive disciplinary action policy including training managers and monitoring documentation related to performance and disciplinary issues.

- Coordinate training to:
  - Keep managers up-to-date on regulations and legal matters and how to comply and reduce/manage risk.
  - Orient new employees to the agency.
  - Provide new employees or employees transferring to other positions with necessary information and knowledge to perform their duties in conjunction with managers.

- Prepare budget of human resources operations and personnel forecast projections for employment needs in conjunction with the Associate Director and Finance Officer.

- Coordinate resignations, retirements, and terminations and conducts exit interviews.

- Maintain scheduling of Residential Support staff.

- Prepare materials to present to agency Board of Directors and Personnel Committee meetings as directed by the executive director.

- In the event of staff absences (i.e., paid time off, medical leaves of absence), will perform additional responsibilities as necessary to meet department and/or agency outcomes and objectives. Execute cross-training/back-up processes to meet on-going direct client services to accomplish the agency's mission to support housing needs.

- Must have the ability to exercise considerable judgment and discretion in establishing and maintaining good working relationships with participants in the agency's services, elected officials, partners, vendors, board and committee members, department heads, and other governing agencies and funders.

POSITION SPECIFICATIONS/SCOPE:

MINIMUM EDUCATION/EXPERIENCE REQUIRED:

Bachelor degree or equivalent and a minimum of three years of human resource management experience required. Human resource experience in a non-profit environment preferred. Knowledge of ADA, FMLA, COBRA, and federal and state requirements concerning compensation, health, and safety is a plus.

KNOWLEDGE, SKILLS AND ABILITIES:

MUST HAVE:

Strong oral and written communication skills are imperative including the ability to dynamically and effectively present in a public speaking forum to large and small groups at times facilitating group presentations

Superior interpersonal skills required to deal with diverse personalities at all levels of staff and management

Professional work and punctuality habits necessary to accomplish organizational goals

Good organizational ability

Ability to maintain strict confidentiality

Ability to work with electronic payroll programs

Considerable knowledge of management/employee relations and the principles, practices, and procedures of personnel administration including a thorough knowledge in the specific areas of performance systems, job content, qualifications, educational and training requirements, and wage and salary administration of a wide variety of occupations

Ability to exercise considerable judgment and discretion in establishing and maintaining good working relationships with participants in the agency's services, employees, elected

officials, partners, vendors, board and committee members, department heads, governing agencies and funders

Ability to exercise considerable initiative and sound judgment when assessing the needs of the agency and proposing viable employee relations activities

Demonstrated compassionate and professional working behavior with fairness and consistency

Computer and database knowledge and experience

And maintain a driver's license

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.