

JOB TITLE: **HUMAN RESOURCES ADMINISTRATOR**

SUMMARY: Position Reports to the Executive Director and is a Part of the Senior Management Team.

This position is primarily responsible for planning and administering policies as well as directing and coordinating human resources activities, such as employment, compensation, labor relations, benefits, training, and employee services. Directs agency reporting compliance, duties related to the board of directors, and risk management by performing the following duties personally or through subordinate supervisors

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

Identifies legal requirements and government reporting regulations affecting human resources functions and ensures policies, procedures, and reporting are in compliance.

Writes directives advising department managers of company policy regarding equal employment opportunities, compensation, and employee benefits.

Consults legal counsel to ensure that policies comply with federal and state law.

Develops and maintains a human resources system that meets top management information needs.

Oversees the analysis, maintenance, and communication of records required by law or local governing bodies, or other departments in the organization.

Recruits, interviews, tests, and selects employees to fill vacant positions.

Plans and conducts new employee orientation to foster positive attitude toward company 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.

Represents organization at personnel-related hearings and investigations.

Represents the company on any unemployment claims.

Responsible for labor relations, provides advice on personnel issues.

Develops, recommends, and implements personnel policies and procedures.

Keeps records of benefits plans participation such as insurance and pension plan, personnel transactions such as hires, promotions, transfers, performance reviews, and terminations, and employee statistics for government reporting.

Coordinates management training in interviewing, hiring, terminations, promotions, performance review, safety, and sexual harassment.

Advises management in appropriate resolution of employee relations issues.

Responds to inquiries regarding policies, procedures, and programs.

Administers salary administration program to ensure compliance and equity within organization.

Plans and directs implementation and administration of employee benefit programs such as health insurance, disability insurance, life insurance, workers compensation, employee assistance, retirement, and other plans.

Directs benefits administration, enrollment and open enrollment changes.

Prepares and maintains handbook on policies and procedures, performs benefits administration to include claim resolution, change reporting.

Prepares and communicates information to employees and former employees about benefit programs, procedures, changes, and government-mandated disclosures.

Analyzes and evaluates services, coverage, and options available through insurance and investment companies to determine programs best meeting needs of organization.

Provides services to employees to answer their benefit questions, resolve problems related to access to or payment of benefits, orient newly eligible employees, and process enrollment forms, changes, and loan requests.

Maintains employee benefits data in automated human resources information systems.

Coordinates transfer of data to external vendors, plan providers, auditors, and consultants.

Negotiates and contracts with benefit plan providers, vendors, auditors, and consultants for services, premiums, and plan administration.

Recommends benefit plan changes to management.

Prepares and submits government-mandated reports for the organizations.

Tracks organizational insurances to ensure appropriate coverages and renewals.

Negotiates contracts for events and assist with logistics.

Assists with grants administration.

Audits HR Files for compliance with government regulations.

Analyzes benefits experience for cost-control and risk-assessment factors.

Investigates accidents and prepares reports for insurance carrier.

Administers work related injuries

Consults with managers and health care professionals to evaluate the need for, develop, and implement accommodations, return-to-work, light-duty, and other responses for disabled employees.

Maintains department records.

SUPERVISORY RESPONSIBILITIES:

Directly supervises employees in the Human Resources Department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

- Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data.
- Design - Generates creative solutions; Demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- Customer Service - Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.
- Written Communication - Writes clearly and informatively; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Contributes to building a positive team spirit; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Business Acumen - Understands business implications of decisions.
- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Conserves organizational resources.
- Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Supports affirmative action and respects diversity.
- Strategic Thinking - Understands organization's strengths & weaknesses.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity - Completes work in timely manner; Works quickly.
- Safety and Security - Determines appropriate action beyond guidelines.
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Ensures work responsibilities are covered when absent.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily; Undertakes self-development activities; Takes independent actions and calculated risks; Asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

Bachelor's degree or equivalent strongly preferred and minimum three years related experience.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Bi-lingual (English/Spanish) a must.

MATHEMATICAL SKILLS:

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of Database software; Design software; Human Resource systems; Internet software; Payroll systems; Spreadsheet software and Word Processing software.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee must occasionally lift and/or move up to 10 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

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| HUMAN RESOURCES ADMINISTRATOR Salary Range: | Employment At Will Classification: Exempt |
| | \$49,920.00 \$57,719.65 |