

# Human Resources Manager

## Job Description

<b>Program:</b>	Administration
<b>Reports To:</b>	Executive Director
<b>Location:</b>	Early Head Start/Admin Site
<b>FLSA Status:</b>	Exempt
<b>Position Status:</b>	Regular / Full Time

### Position Summary

The Human Resources Manager oversees all programs and projects which impact the employment experience at DLEC including operational processes within HR, benefit and compensation administration, employee relations, training, performance management, and safety and workers' compensation analysis and reporting.

### Essential Functions

- Develop and implement HR-related policies, procedures, and programs in partnership with the Leadership Team. Recommend new approaches to affect continual improvements in service, efficient organizational structure, and to improve employee engagement.
- Counsel and advise employees on DLEC guidelines and programs. Ensure that employee issues are consistently managed based on DLEC policies, federal, state, and local employment regulations.
- Oversee the employee training program, which may include needs assessments, creating staff training plans, developing a tracking system, assisting with the creation of training content, and researching internal and external staff training opportunities.
- Develop and update job descriptions, employee handbook, and other agency materials in coordination with the Leadership Team.
- Perform new employee orientation, onboarding, and exit interviews, identifying trends, and recommending proactive measures to support employee retention.
- Manage the benefits programs by administering enrollment, changes and terminations, COBRA, invoice reconciliation, and annual open enrollment process, ensuring HR database integrity.
- Work closely with the payroll department, especially in the area of new hire processing, benefits administration, and monthly payroll processing.
- Counsel supervisors on employee performance and disciplinary matters, ensuring adherence to program and state/ federal policies, procedures, and regulations.

### Additional Responsibilities

- Conduct research, gather and compile data, and complete various surveys and reports as required to ensure DLEC practices are competitive in the market.
- Maintain an accurate and organized filing and records systems, including up-to-date personnel and medical record files on current and former employees.
- Submit personnel and wage recommendations, as appropriate

*Note: The job duties listed here are not intended to be an exhaustive list. Incumbent may be required to perform other duties in order to meet the needs of DLEC.*

## Skills, Competencies and Experience

- Bachelor's degree, or equivalent years of experience required. PHR certification is strongly preferred.
- Minimum of 5 years of Human Resources experience required, preferably within a service-focused organization.
- Experience with project and program management required.
- Highly developed cultural competency and awareness; able to practice appropriate, relevant and sensitive strategies for working with a culturally diverse population.
- General knowledge of employment law and best practices within benefits administration, training and development, and employee relations required.
- Excellent organizational, written, and verbal communication skills; high attention to detail; ability to multi-task.
- Ability to handle sensitive and confidential information in a professional manner.
- Excellent strategic thinking, critical thinking, and problem-solving skills.
- Ability to exert influence and gain consensus.
- Ability and flexibility to be effective in a relatively unstructured working environment.
- Must be committed to the DLEC mission statement, the involvement of families in the delivery of services, and program service delivery goals.
- Proficiency in Microsoft Outlook, Word, Excel and HRIS required.

## Physical Demands and Working Conditions

Physical Demands: To perform the job the employee is frequently required to talk, hear, stand, walk, stoop, and balance, kneel, crouch, reach with hands and arms.

Working Conditions: The work is typically performed in an early childhood school environment, with moderate to loud noise level. Occasional travel to other site locations is needed.

*The physical demands described here must be met by an employee to successfully perform the essential functions of this job. The working conditions 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.*