

Director of Human Resources

SUMMARY OF PRIMARY FUNCTION

Oversees and performs various aspects of Porchlight's human resource functions, including administration of human resource policies and procedures, employee recruitment and onboarding, and assistance for managers regarding human resource issues.

ESSENTIAL RESPONSIBILITIES/DUTIES

Employee Recruitment & Onboarding:

1. Coordinates hiring for new positions.
 - a. Reviews employee job descriptions. Suggests updates and collaborates with managers to make changes as appropriate.
 - b. Posts and maintains advertisements for open positions. Researches and recommends new job posting methods/locations.
 - c. Serves as point of contact for applicants, gathers and tracks application materials.
 - d. Assists managers with scheduling candidate interviews.
 - e. Conducts pre-employment reference and background checks.
 - f. Sends notifications of job offers and rejections.
 - g. Initiates pre-employment drug screens as necessary, reports and tracks results.
 - h. Maintains files of candidate application materials for historical reference. Reports applicant demographics as requested.
2. Prepares new employee files.
 - a. Oversees completion of compensation and benefit documentation.
 - b. Conducts benefit enrollment process.
 - c. Collects new hire paperwork, including tax information.
3. Coordinates employee onboarding.
 - a. Orients new employees to their office, including workstation and parking.
 - b. Documents distribution of keys, parking passes, cell phones, laptops, and any other agency property as applicable.
 - c. Ensures employees have access to work voicemail, email, and server account as applicable.
 - d. Reviews and explains all personnel policies and procedures.
4. Tracks compensation across the agency. Makes compensation strategy recommendations based on agency goals, current and projected budget, and market research.
5. Researches and develops training materials and performance management programs to help ensure employees understand and satisfactorily perform their job responsibilities.

Benefits Administration:

1. Coordinates annual benefit renewal.
 - a. Receives and reviews documentation regarding benefits packages and renewal. Initiates and reviews additional requests for proposal if necessary.
 - b. Works with Executive Director to determine course of action for the following year.
 - c. Notifies employees of decision to maintain or change carriers.
 - d. Coordinates open enrollment period. Informs employees of their options, ensures that all eligible employees have enrolled in applicable benefits and/or opted out.
2. Tracks all changes in benefit eligibility. Notifies employees and their supervisors of changes and next steps in a timely manner.
3. Reviews and approves carrier invoices on a monthly basis.
4. Performs and reports on all Affordable Care Act (ACA) compliance measuring (initial, standard measurement period, etc.).

Recordkeeping & Compliance Reviews:

1. Leads company compliance with all existing governmental and labor legal and government reporting requirements including any related to Affirmative Action/Equal Employment Opportunity (AA/EEO), the Americans With Disabilities Act (ADA), the Family and Medical Leave Act, Employee Retirement Income Security Act (ERISA), the Department of Labor, worker compensation, Directors & Officers, the Occupational Safety and Health Administration (OSHA), and so forth. Maintains minimal company exposure to lawsuits.
2. Directs the preparation of information requested or required for compliance with laws. Approves all information submitted. Serves as the primary contact with the company employment law attorney and outside government agencies.
3. Protects the interests of employees and the company in accordance with company Human Resources policies and governmental laws and regulations. Minimizes risk.
4. Maintains personnel files for all employees.
 - a. Creates and updates individual training logs for employees with funding-specific training requirements, including the Group Home (CBRF) and Crisis Stabilization programs. Communicates with managers on a semi-annual basis regarding training requirements.
 - b. Keeps record of benefit enrollment. Updates files with notifications regarding employment status changes, including FMLA and COBRA.
 - c. Creates and collects documentation regarding performance reviews, grievances, and disciplinary actions. Conducts and documents exit interviews as appropriate.
5. Creates and distributes employee notifications regarding payroll, benefits, etc.
6. Conducts annual compliance reviews for CBRF positions, including training and eligibility.
7. Collects data and completes annual compliance reports for various agencies and oversight bodies, including those related to IRS requirements.
8. Ensures personnel policies and procedures are up-to-date and compliant with all local, state, and federal regulations. Makes recommendations for corrective actions and best practices.

Employee Relations:

1. Receives, investigates, and reports on all employee-related complaints.
2. Assists managers with interpretation and/or application of personnel policies. Facilitates and documents disciplinary meetings with employees and managers.
3. Determines and recommends employee relations practices necessary to establish a positive employer-employee relationship and promote a high level of employee morale and motivation. Conducts periodic surveys to measure employee satisfaction and employee engagement.
4. Coaches and trains managers in their communication, feedback, recognition, and interaction responsibilities with the employees who report to them. Makes certain that the managers know how to successfully, ethically, honestly, and legally communicate with employees.
5. Engages in an interactive process regarding employee requests for reasonable accommodation, follows up as necessary to ensure applicable reasonable accommodations are made.

Teamwork & Collaboration:

1. Works in collaboration with all agency staff to facilitate a team environment.
2. Demonstrates and models effective communication skills in building relationships with all employees and clients.
3. Creates good working relationships with insurance carriers and other business contacts.
4. Participates in the development and implementation of Porchlight's strategic plan.

Porchlight Values & Culture:

1. Treats all employees, clients, and visitors with caring, kindness, respect, and dignity.
2. Helps to create an environment that values and appreciates diversity.
3. Adheres to all Porchlight policies, procedures, code of conduct, and attendance rules.
4. Maintains strict confidentiality of all information.
5. Adheres to Porchlight policies in the use of computer technology and tele-communications devices.
6. Conducts self within appropriate and expected professional boundaries and policies.

QUALIFICATIONS

1. Bachelor's Degree in Human Resource Management or directly related field required.
2. 2+ years experience with human resources required.
3. Working knowledge of human resources practices, recruitment, compliance, employment law, benefits administration, and employee relations.
4. SHRM-CP or SHRM-SCP certification preferred.
5. Proficiency in Microsoft Office Suite.
6. Excellent written and verbal communication.
7. High level of organization and attention to detail.
8. Commitment to maintaining strict confidentiality of all employee and client information.
9. Ability and willingness to be the catalyst for positive change. High ethical standards.
10. Must pass a criminal background check.