Human Resources Manager

Description
The Human Resource Manager is responsible to plan, direct and manage all functional areas of human resources in support of MCCFL goals and objectives. This position also performs senior-level professional generalist duties to implement departmental goals and respond to Agency HR needs. The Human Resources Manager provides consultation to supervisors, department managers, and executive leadership in a wide variety of matters related to performance management, discipline, and complex employee relations issues.

TO APPLY: Download and submit your application using the links at the lower left-hand side of this page. A signed, completed MCCFL employment application is required; submission of a resume is optional and does not replace the application form.

Responsibilities
The following list represents the essential responsibilities (functions) of the position. It does not, however, include all of the duties the position may be assigned.

- Develop and implement recruitment and selection procedures; ensure compliance with Equal Employment Opportunity laws and regulations. Research labor markets and develop recruitment strategies to attract strong applicant pools. Ensure that selection processes are consistent; monitor processes for consistency with EEO best practices; revise processes as indicated. Conduct individual and group training so that managers and supervisors have tools and information necessary to conduct selection process within established guidelines. Develop and maintain onboarding process and procedures.
- Develop, monitor and update personnel policies and procedures in compliance with state and federal laws pertaining to human resource practice. Provide training to management and employees regarding human resources issues and policy in compliance with state and federal law.
- Provide professional HR consultation to address a wide variety of employee relations and performance matters. Establish and maintain processes for performance evaluation; meet with managers to develop strategies to address performance management issues. Write work plans and disciplinary actions; provide support to managers in the delivery of such. Conduct investigations in response to employee complaints specific to sensitive matters such as harassment; compile reports of findings for management review; recommend possible courses of action. Facilitate sensitive conversations between supervisors and subordinates. Conduct exit interviews.
- Direct and manage benefit administration. Conduct individual and group benefit orientations; develop and maintain benefit summary packets; manage open enrollment; work with broker to communicate plan changes and rates; maintain all associated records.
- Manage the agency compensation program. Analyze jobs to identify tasks, complexity factors and qualification standards; ensure that job descriptions are accurate and current. Conduct salary surveys to ensure that positions
are paid competitively in the local market, as budget considerations allow. Create and maintain classification and compensation systems including pay plan and job classification benchmarks. Ensure that pay changes are processed in a timely manner.

- Manage worker’s compensation claims; submit 801 forms; respond to employee questions; respond to requests form worker’s compensation carrier; maintain OSHA recordkeeping system; coordinate early return to work when appropriate.
- Manage unemployment claims; respond to department requests for information; request relief from charges when appropriate; represent employer at administrative hearings; maintain associated records.
- Direct and supervise HR recordkeeping including personnel files, benefit and medical files. Assure that all HR records are maintained according to retention policies and best practices. Manage FMLA/OFLA requests within prescribed time frames; ensure proper documentation.
- Prepare a variety of narrative and statistical reports as requested. Develop and maintain Agency worker database; supervise database maintenance.
- Serve on MCCFL Management Team in support of agency goals and objectives. Provide technical assistance and conduct research for special projects related to the HR function as directed by the Executive Director.
- Provide direct supervision to assigned staff. Hire, train and coach staff. Manage staff performance including performance evaluation, skill development, and corrective action.
- Assume responsibility for the agency Safety Committee and other risk management activities. Act as a resource and assist in the development of safety and health programs in compliance with state and federal laws.
- Actively participate in organizational development initiatives to include change coaching for process improvement; and participates in internal cultural transformation efforts to maintain a collaborative and supportive work environment for all staff.

Qualifications
Any combination of education and experience that demonstrates the ability to perform the position’s essential responsibilities is qualifying. This might typically include:

- Bachelor’s degree in human resources management, business administration or a related field, AND
- Four (4) years of professional HR management work that includes senior-level generalist responsibilities for an organization.
- Current SHRM-SCP or SPHR certification is strongly preferred.
- Experience in a healthcare setting is preferred.
- Bilingual fluency, English/Spanish, is preferred.
- Experience in payroll processing is desired.
- Must pass all criminal history check requirements as required by ORS 181.536-181.537 and in accordance with OAR 407-007-0200 to 407-007-0370.
- Must possess a valid Oregon or Washington Driver’s license, maintain an acceptable driving record, and be insurable for travel between business offices and to meetings and/or trainings.

OTHER REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge:

- Considerable knowledge of the principals and practices involved in human resource functions including job analysis, classification, compensation,
recruitment, selection, training, and employee relations.

- Considerable knowledge of performance management and investigatory techniques.
- Considerable knowledge of EEO and other laws impacting HR, payroll and benefit functions, and employee benefit plans.
- Knowledge of automated payroll processing systems and State/Federal wage and hour laws.
- Knowledge of public-sector laws and rules that impact HR practices.
- Knowledge of organizational development and group behavior.

**Skill:**

- Skill in the use of modern office equipment including personal computers.
- Considerable skill in the use of Microsoft Office applications.
- Sophisticated interpersonal, listening and writing skill.

**Ability:**

- Ability to understand and effectively apply the concepts and practices of a trauma-informed philosophy in performing the work.
- Ability to work within strong professional ethics and rules of confidentiality to provide effective services.
- Ability to deliver information effectively in a variety of settings including one-on-one and group settings, and in various written forms such as letters, memos, and reports.
- Ability to implement techniques and concepts and best practices of HR management to support MCCFL business objectives.
- Ability to analyze information from a variety of sources and make cogent recommendations, often without clear guidelines.
- Ability to maintain a strong service orientation and effectively address competing interests.
- Ability to write and maintain timely and coherent notes, reports and other professional documents.
- Ability to organize and execute work effectively under the pressure of time-sensitive deadlines.
- Ability to work with grace and good humor under pressure and to meet multiple deadlines.
- Ability to work cooperatively with other departments within the Agency and with external providers, law enforcement, and other community stakeholders.
- Ability to communicate effectively, both orally and in writing, and within trauma-informed guidelines.
- Ability to establish and maintain harmonious work relationships with co-workers at all levels of the organization, consultants, contractors, community partners, and consumers.

**Supervision Received/Exercised**
The HR Manager works under the supervisory leadership of the Finance Director.

The HR Manager provides supervisory leadership to the classification of Human Resources Assistant.

**Physical Demands and Work Environment**
The Human Resources Manager must have the ability to quickly assess and respond to concerns related to interpersonal and environmental safety. The Human Resources Manager must have the ability to support and assist the team in providing safety to all clients and staff in potentially risky situations. While
performing the essential duties of this position, the employee is regularly required to use office automation including computer and phone system that requires fine manipulation, grasping, typing and reaching. Keyboarding for extended periods may be required. The employee may be required to sit or stand for several hours at a time, depending on environment and need. This position may occasionally be required to lift up to twenty (20) pounds, and to kneel, reach, bend or squat while in the office or in the community. The employee should possess a valid driver’s license for vehicle travel between business offices in order to attend required meetings and/or trainings, or possess another effective and reliable means of transport.

Work is typically performed in an office environment, though work may also be performed in community settings and other agency stakeholder facilities. The office is typically a moderate-stimuli environment that rarely results in exposure to increased sensory experiences. Community settings may pose additional risks or discomforts which could require safety precautions. Daily routines may be fraught with interruption and require flexibility. Universal Precautions and remaining alert to environment are critical to address the potential for violent behavior, safety concerns, biohazards, noise and contaminants.