**Job Description**

**Job Title:** Manager of Human Resources  
**Department:** Administration and Finance  
**Supervisor:** Director of Finance & CFO  
**FLSA Status:** Exempt  
**Prepared By:** Tammie Krumm  
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**Approved By:** Merlin Sawyer  
**Approved Date:** 03/06/2018

**Summary**

Develops, directs, and coordinates human resources and safety activities, such as employment, compensation, labor relations, benefits, training, and employee services by performing the following duties.

**Essential Duties and Responsibilities**

Other duties may be assigned.

1. Develops, recommends and administers the employee safety policies and practices.
2. Develops, recommends and administers human resources and safety policies, practices and procedures.
3. Identifies legal requirements and government reporting regulations affecting human resources and safety functions and ensures policies, procedures, and reporting are in compliance.
4. Develops, recommends and administers the wage and salary policies, practices and procedures. Conducts wage surveys within labor market to determine competitive wage rate.
5. Advises management in appropriate resolution of employee relations issues.
6. Responds to inquiries regarding policies, procedures, and programs.
7. Administers benefits programs such as life, health, dental and disability insurances, pension plans, vacation, sick leave, leave of absence, and employee assistance.
9. Assists with the recruiting and interviewing; and, recommends the selection and retention of personnel supervised in accordance with policy.
10. Plans and conducts new employee orientation to foster positive attitude toward company goals.
11. Administers performance review program to ensure effectiveness, compliance, and equity within organization.
12. Administers workers compensation to include but not limited to investigating of accidents and prepares reports for insurance carrier.
13. Maintains responsibility for organization compliance with federal, state and local legislation pertaining to all personnel matters.
14. Coordinates management training in interviewing, hiring, terminations, promotions, performance review, safety, and sexual harassment, etc.
15. Prepares employee separation notices and related documentation, and conducts exit interviews to determine reasons behind separations.
16. Directs the maintenance of the office building, grounds, facilities and equipment.
17. Develops, recommends and directs changes and additions to the Headquarters buildings, furnishings and equipment.
18. Keeps abreast of relevant profession, industry and inter-utility developments.

**Supervisory Responsibilities**
Manages one subordinate supervisors who supervises a total of one employee in the Facilities division. Is responsible for the overall direction, coordination, and evaluation of these units.

Also directly supervises one non-supervisory employee in the Human Resources division. 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; designs work flows and procedures.

Continuous Learning - Assesses own strengths and weaknesses; seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

Use of Technology - Demonstrates required skills; uses technology to increase productivity; keeps technical skills up to date.
Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyses information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Customer Service - Responds to requests for service and assistance; meets commitments.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Managing Customer Focus - Develops new approaches to meeting customer needs.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

Team Leadership - Fosters team cooperation; defines team roles and responsibilities; supports group problem solving; ensures progress toward goals; acknowledges team accomplishments.

Performance Coaching - Defines responsibilities and expectations; sets goals and objectives; gives performance feedback; motivates for increased results; recognizes contributions; encourages training and development.

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; continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Visionary Leadership - Displays passion and optimism; inspires respect and trust; mobilizes others to fulfill the vision; provides vision and inspiration to peers and subordinates.

Business Acumen - Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.

Conflict Resolution - Encourages open communications; confronts difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts.

Recruitment & Staffing - Utilizes recruitment sources; exhibits sound interviewing skills; presents positive, realistic view of the organization; analyzes and forecasts staffing needs; makes quality hiring decisions.

Cost Consciousness - Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; 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 principles; upholds organizational values.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; understands organization's strengths & weaknesses; analyzes market and competition; identifies external threats and opportunities; adapts strategy to changing conditions.

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 - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

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.

Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

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 from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.
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; Development software; Internet software; Human Resource systems; Payroll systems; Word Processing software and Spreadsheet software.

Certificates, Licenses, Registrations
Must possess and maintain a valid driver's license. Maintain Senior Professional Human Resources (SPHR) certification or SHRM-Senior Certified Professional (SHRM-SCP) certification or have the ability to obtain certification within 12 months of hire.

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 regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to walk. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 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.