



Job Description

Job Title	Human Resources Manager – Hybrid Schedule		
Reports to:	Chief Administrative Officer	Department:	Administration
Employee Type:	Full-Time	Classification:	Exempt
Supervisory Responsibilities:	None	Number of Employees:	None

Position Summary:	<p>The Human Resources Manager will lead and direct THAW’s HR function partnering with the leadership team to execute the organization’s goals and objectives.</p> <p>Responsibilities include recruitment, onboarding, employee relations, HRIS/payroll processing, benefit and compensation administration, performance management, supervisory training, policy creation and implementation, HR vendor management, and compliance, audit and safety coordination.</p>
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Essential Functions

Human Resources Management and Employee Relations

- Participate in developing department goals, objectives, and systems in all HR functions including Employee Relations, Equal Employment Opportunity and Diversity, Equity, and Inclusion.
- Consult with management and employees regarding policies, procedures and programs and provide HR interpretation and guidance when appropriate.
- Manage and resolve employee relations issues; conduct effective, thorough, and objective investigations.
- Write and maintain personnel policies, job descriptions and the employee handbook.
- Analyze trends and metrics to develop solutions and continuous improvement initiatives.

Recruitment and Onboarding

- Develop recruiting strategies with hiring managers and prepare all employment advertising.
- Support hiring managers; prepare interview guides and facilitate screening interviews.
- Negotiate starting salaries and extend offers. Ensure completion of background and reference checks.
- Assure the successful onboarding and off-boarding of employees by facilitating new hire orientations and conducting exit interviews.

HRIS, Benefit Administration & Vendor Management

- Manage the HRIS Paychex system including processing payroll and employee and benefit updates.
- Review, audit and process HR vendor payments.
- Participate in staffing and benefit vendor relationship management by sourcing vendors and acting as key liaison and contact for coordination of work through third party vendors including negotiating rates.

Performance Management & Training

- Administer the performance review program to ensure effectiveness, compliance, and equity within THAW. Provide day to day performance management guidance to management (coaching, counseling, career development, disciplinary actions).
- Work closely with management and employees to improve work relationships, build morale, employee engagement, and increase productivity and retention.
- Provide union contract guidance and interpretation.

Compliance & Safety

- Identify legal requirements and government reporting regulations affecting human resources functions and ensures policies, procedures, and reporting are in compliance.
- Perform administrative work, including preparing correspondence and maintaining HR personnel files.
- Serve as a leader in creating a safe work environment in partnership with work location management by coordinating THAW's Emergency Action Plan.
- Other duties as assigned.

Knowledge, Skills and Abilities

- Strong project management, interpersonal and negotiation skills
- Excellent verbal and written communication skills
- Effective problem solving and conflict resolution skills
- Excellent organizational skills and attention to detail
- Effectively envision, develop, and implement programs and procedures to address management and employee issues
- Take initiative to identify and anticipate management and employee needs and make recommendations for implementation
- Ability to act with integrity, professionalism, and confidentiality
- Thorough knowledge of employment-related laws and regulations
- Proficient with Microsoft Office Suite or related software
- Proficiency with or the ability to quickly learn the Paychex HRIS system.

Experience

Minimum of 5 years of increasing HR responsibilities. Working knowledge of multiple human resource disciplines including hiring and selection, employee relations, performance management, payroll,

training and development, labor relations and federal and state employment laws. Relevant experience in nonprofit, human services, or utilities industry a plus. Must be proficient in MS Office, including Excel.

Education

Bachelor's Degree in HR or Business-related field, or equivalent years' business experience along with post-secondary education in business or related field. Professional HR Certification (PHR, SPHR, SHRM-CP, SHRM-SCP) preferred.

Physical Requirements*

While performing the duties of this job, the employee is occasionally required to stand; walk; sit long periods of time; bending and kneeling required. The employee must occasionally lift and/or move up to 25 pounds. *THAW will make reasonable accommodations necessary to comply with the ADA regulations.

Travel Requirements

Some local travel related may be required. The employee must have the use of reliable transportation with applicable auto insurance along with a driver's license if driving on company business.

Work Environment

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Covid Considerations

THAW has instituted mandatory vaccine requirements and Covid Protocols for all staff to ensure staff and visitor safety. Temporarily, staff work a hybrid schedule (minimum 2 days in the office/week).

The Heat and Warmth Fund (THAW) is an equal opportunity employer. THAW does not discriminate on the basis of race/color/religion/sex/national origin/veteran/disability/age/sexual orientation/gender identity or any other characteristic protected by law.