



## **JOB DESCRIPTION**

POSITION TITLE: Human Resources Manager

REPORTS TO: CEO

EFFECTIVE DATE: December 2023

FLSA STATUS: Exempt

Hours: 40

EEO CATEGORY: Manager

Location: Queensgate

### **I. PRIMARY RESPONSIBILITIES:**

Manage the human resource function, overseeing the administration of hiring, retention, termination, recordkeeping, legal compliance, compensation, benefits, and manpower planning strategies. Responsibilities include development and administration of personnel rules and policies, pay and job classification structure and programs for employee training, safety, health, and morale.

Process all data and forms pertinent to payroll, including supporting documentation, tax payments, audit trails, and permanent employee records. Ensure accuracy of information and compliance with State and Federal regulations pertaining to payroll. Prepare all necessary supporting documents and reports maintaining complete confidentiality throughout the process.

### **II. ESSENTIAL FUNCTIONS:**

#### HR Duties and Responsibilities

- Design and implement policies for hiring and oversees adherence to EEOC and affirmative action programs and diversity goals set by the credit union.
- Recruit and select quality applicants for vacancies, ensuring that the credit union is adequately staffed with competent employees. Establish recruiting and placement standards.

- Establish strategies that seek to increase retention rates and foster employee job satisfaction and high morale.
- Approve terminations and ensures reasons are well documented and are not arbitrary or discriminatory and comply with all laws and regulations.
- Oversee development and administration of new employee orientation and/or exit interview program.
- Counsel management and employees in the interpretation and application of human resources policies and procedures and implement effective employee relations.
- Advise managers and supervisors on desired corrective and disciplinary actions, offering alternatives and objective solutions.
- Develop, maintain, and monitor the performance appraisal system for the credit union.
- Oversee maintenance of accurate and complete personnel records. Ensure rules concerning confidentiality and retention are followed.
- Keep abreast of legislation affecting human resources; train management and monitor company policies to ensure compliance.
- Oversee preparation of job descriptions and compensation programs. Seek incentive programs that encourage excellent performance and increase retention rates.
- Facilitate employee recognition programs for birthdays, anniversaries, retirements, etc.
- Ensure the Employee Handbook is up to date.
- Optimize benefits coverage and costs by continual review and modification where appropriate.
- Facilitate the open enrollment process.
- Manage and promote employee wellness program.
- Oversee Flu Shot program for employees.
- Manage the 401K retirement program.
- Work with top management to set long-term staffing goals and strategies.

- Oversee training and safety programs in context of compliance with government regulation and in coordination with COO and Operations Manager.
- Supervise the Training Coordinator position.
- Develop, maintain, and monitor the DEI program for the credit union.
- Prepare and update credit union employee directories.
- Maintain up-to-date and thorough knowledge of federal and state employment law.

#### Payroll & Benefits Duties and Responsibilities

- Perform all in-house payroll procedures, such as entering automated payroll data, processing employee timecards, preparing monthly journal entries, maintaining employee tax deductions and exemptions. Monitor the payroll data for accuracy for each payroll.
- Prepare, verify, and pay monthly incentive worksheets.
- Monitor employee data files online, including medical leave, personal leave, vacation, benefits, promotions, and terminations. Ensure that documentation trails are complete and up to date.
- Prepare payroll reports on leave, sick time, vacation and/or PTO (paid time off) usage.
- Compute salary changes, prepare status forms, and update payroll and compensation systems.
- Prepare cash deposits, receipts, and payroll tax filings. Process labor and wage corrections as needed.
- Prepare and submit governmental reports and tax deposits.
- Perform/review employee salary forecasts and analyses for the credit union as necessary.
- Work closely with the accounting department to ensure proper employee record maintenance and the accuracy of information entered into employee records regarding payroll and benefits.
- Coordinate the payroll processing with the outsourced provider.

#### Other Responsibilities

- Update credit union Intranet as needed.

### **III. QUALIFICATIONS AND REQUIREMENTS:**

- Possess a Bachelor's Degree in Human Resources, Business Administration or related field.
- Strong multi-tasking and problem-solving capabilities with attention to detail.
- Must be proficient in using business and communications software (preferably Word, Excel, PowerPoint, common Windows operating systems and Outlook). Experience with personal computers, computer workstations, computer software, general communication networks and Internet technology is essential.
- A minimum of eight (8) years of human resources or Management experience. Thorough knowledge of laws affecting human resources administration
- Excellent written and verbal communication skills.
- Demonstrated management and organizational skills. Excellent interpersonal communication skills.

### **IV. BEHAVIORAL COMPETENCIES**

- Ability to build relationships of trust by having excellent listening skills and a proactive point of view.
- Manage tensions inherent in business.
- Dependability: Meets commitments, works independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, and meets attendance/punctuality requirements.
- Integrity/Ethics: Deals with others in a straightforward and honest manner, is accountable for actions, maintains confidentiality, supports company values, communicates accurately and timely.

1) Job Specific Competencies:

- The position requires an individual who can maintain composure in a variety of situations.
- Leadership: Leads through change and adversity, makes the tough call when needed, motivates, and encourages others.
- Managing Performance: Applies clear/consistent performance standards, handles performance problems decisively and objectively, is direct but tactful, provides guidance and assistance to improve performance.
- People Development: Provides feedback and coaching, rewards hard work and risk taking, takes mentoring role, challenges, and develops employees, accepts mistakes as a learning tool, provides visibility/opportunity.
- Job Knowledge: Understands duties and responsibilities, has necessary job knowledge, has necessary technical skills, understands company mission/values, keeps job knowledge current, is in command of critical issues.

#### **V. WORK ENVIRONMENT/PHYSICAL DEMANDS**

- Work is generally performed in an office environment in which there is only minimal exposure to unpleasant and/or hazardous working conditions. Must have the ability to sit for long periods throughout an eight-hour period. Must be able to use a telephone or headset equipment.
- Must be able to lift as much as 20 pounds, perform work at a computer terminal for 6-8 hours a day and function in an environment with constant interruptions.

Any other duties or responsibilities management deems necessary as part of your position.

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