

SOUTH SUBURBAN FAMILY SHELTER

Job Description

Title: HR & Operations Manager	Department: Administration
Type: Full-Time	Reports To: Executive Director
Classification: Non-exempt	Supervises: Office Manager

Job Summary

The HR & Operations Manager is a member of South Suburban Family Shelter's (SSFS) Administration department. The position's work responsibilities centers around supporting SSFS's efforts to be a trauma-informed, diverse, equitable, and inclusive workplace with an emphasis on employee engagement, relations, and retention. The position will focus on various HR and operations related responsibilities, including talent acquisition/management/retention, employee engagement, compensation and benefits, compliance, and safety.

The HR & Operations Manager should be emotionally intelligent and approachable with the ability to maintain confidentiality. This individual should have experience collaborating with other departments, working independently, and improving HR and operations programs based on best practices. The HR & Operations Manager should have the ability to adapt and adjust in a changing environment.

Duties and Responsibilities

Human Resources

- Support SSFS's efforts to be a trauma-informed, diverse, equitable, and inclusive workplace with an emphasis on employee engagement, relations, and retention.
- Participate in the design, updating, and implementation of company policies and procedures, helping to ensure policies and procedures support SSFS's efforts to be a trauma-informed, diverse, equitable, and inclusive workplace with an emphasis on employee engagement, relations, and retention.
- Collaborate with directors and managers on talent acquisition and onboarding processes, including creating/revising/posting job descriptions, participating in the interview stage when appropriate, and evaluating and updating processes. Schedule pre-employment drug testing and complete criminal background checks.
- Oversee processing of biweekly payroll and benefits administration (i.e. insurance, PTO, employee leave, etc.).
- Regularly research market trends in compensation and benefits and make recommendations to enhance compensation and/or benefits and to support SSFS's decisions about appropriate pay ranges and ensuring competitiveness and equity.
- Collaborate with directors and managers to create, implement, and evaluate a rewards and recognition program.
- Provide support/coaching to directors, managers, and employees on performance review/management and termination processes. Conduct mediation/conflict resolution sessions as needed.
- Prepare and submit statistics and reports to other departments as requested to assist with maintaining compliance of grant contracts and other funding related requirements.

- Update and maintain employee files, including personnel and health files.
- Work with directors, managers, employees, and employment attorneys to ensure that all human resources-related matters are handled appropriately and in compliance with applicable local, state, and federal laws and regulations, including preparing and submitting statistics and reports to government entities to maintain compliance.
- Participate in professional development trainings to enhance knowledge of human resources best practices as approved by Executive Director.
- Attend monthly Administrators meetings, quarterly All-Staff meetings, and other meetings designated by the Executive Director.
- A portion of duties may be performed remotely in accordance with agency remote work policy.
- Other duties as assigned.

Operations

- Oversee all office systems, including utilities, telecommunications, IT, and housekeeping.
- Oversee maintenance of agencies' locations, including working with administration staff to track and resolve maintenance needs and trends. Assist directors with creating a capital improvement plan for long-term facility maintenance.
- Collaborate with Executive Director, Finance department, and vendors to complete insurance renewals (i.e. property, umbrella, etc.).
- Collaborate with Executive Director, Finance department, and vendors to review, negotiate, and manage vendor contracts and equipment leases/purchases (insurance, payroll, IT, etc.).
- Assist Finance Director in annual budget development and regular review of expenditures.
- Train and supervise Office Manager in operations tasks.

Qualifications

- Bachelor's degree in Human Resources, Business Administration, or related field with at least 3 years of human resources experience required. Experience in a non-profit, social service, or trauma-related environment is a plus.
- Complete Domestic Violence 40-Hour Training within one year of hire.
- Experience in multiple human resources functions, including employee engagement/relations, talent acquisition, compensation and benefits, and performance management.
- Proficient in use of Microsoft Office applications. Ability to utilize software and work with databases. Experience working with Paychex is a plus.
- Excellent researching and problem-solving skills.
- Excellent verbal and written communication skills, interpersonal skills, and conflict resolution skills.
- Must be detail-oriented with the ability to organize and prioritize work and meet deadlines.
- Must have reliable transportation.
- Must be able to operate general office equipment.

- Must be able to stand/walk for periods of time and lift up to 25lbs.
- Ability to handle sensitive information in a confidential manner required.
- Ability to demonstrate the values of SSFS.

Compensation and Benefits

The compensation for the position is \$28.00/hour for 35 hours/week. SSFS offers benefits including health, vision, and dental insurance; holidays; PTO; short-term and long-term disability; and the ability to contribute to a 403(b) plan. This position is also eligible for Aflac benefits such as telemedicine, accident, hospital, vision, etc.

If you are interested in applying for the position, please email your resume to Jennifer Gabrenya at jgabrenya@ssfs1.org.

SSFS is an equal opportunity employer and values a diverse workforce. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, genetic information, age, disability status, protected veteran status, or any other characteristic protected by law.

For more information about South Suburban Family Shelter, please visit our website at www.ssfs1.org.