Director of Human Resources

FLSA Classification
Full Time, Exempt, Tier 4

REPORTS TO: President/CEO
DIVISION: Administration
DEPARTMENT: Human Resources

JOB DESCRIPTION

SUMMARY/OBJECTIVE

Experienced professional with a background in personnel management and advocacy to be responsible for managing every aspect of the employment needs of PHS. Maintain and enhance the organization's human capital and the Human Resource staff by planning, implementing and evaluating employee relations and human resources policies, programs and practices.

SUPERVISORY RESPONSIBILITIES: Human Resources Coordinator

JOB DUTIES AND RESPONSIBILITIES

- Develop and manage the functioning of the Human Resources Department. Oversee goals, objectives, budget, program development, plans and staff.
- Create and manage budget allocations, fund balances, purchasing, inventory control and financial activities as it relates to HR Department goals and programs.
- Develop and oversee all HR functions, including, but not limited to, employee training, onboarding, retention, recruitment, communications, employee relations, progressive discipline, reviews, morale and safety.
- Work with Administration Division to ensure the organization is compliant with all regulations and laws regarding human resource practices, payroll and benefits.
- Maintain a harassment free workplace by ensuring legal compliance, investigating complaints and training.
- Keep all employee records according to the legal requirements.
- Maintain the work structure by recommending job requirements and job descriptions for all positions.
- Create employee relations policies to help increase job satisfaction.
- Communicate with employees in a timely fashion regarding compensation, benefits, complaints, discipline and other facets of their employment.
- Establish and manage orientation and training programs related to HR policies and procedures to ensure employees are prepared for assignments.
- Ensure a payroll plan is in place. Conduct periodic pay surveys, schedule and conduct job evaluations, prepare payroll budgets, monitor and schedule individual pay actions, and recommend, plan and implement pay structure revisions.
• Ensure planning is in place. Monitor and give appraisals of employee work results by training managers to coach and discipline employees; schedule management conferences with employees; hear and resolve employee issues, and counsel employees, managers and supervisors.

• Ensure employee benefit programs are in place and employees are informed of benefits. Study and assess benefit needs and trends, recommend benefit programs to management, direct the processing of benefit claims, obtain and evaluate benefit contract bids, assist with the awarding of benefit contracts, and design and conduct educational programs on benefits.

• Communicate with legal counsel regarding PHS employment issues.

• Ensure HR management guidelines by preparing, updating and recommending HR policies and procedures. Develop and update employee handbook.

• Manage employee relations program to establish a positive employer-employee relationship and to promote a high level of employee morale and motivation. Help to monitor the organization’s culture so that it supports the attainment of the company’s goals and promotes employee satisfaction.

• Assist with employee communications and feedback through company meetings, satisfaction surveys, focus groups and intranet.

• Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks and participating in professional societies.

• Maintain and oversee the efforts of the Human Resources Coordinator.

• Follow up on work results and completion of assignments.

• Develop and analyze reports as required. Maintain accurate records to ensure information is captured and highlighted. Develop reports to analyze HR staffing levels and goals.

• Oversee the organization’s safety program. Investigate accidents and prepare reports for insurance carrier. Develop plans to lower accident rates and participate in worker’s comp issues.

• Ensure a positive, educational approach to customer service with a goal of educating the public and keeping animals in homes as appropriate. Promote positive relations with the general public, volunteers and staff while promoting the Society’s programs, policies and philosophies. Address customer complaints.

• Uphold Pasadena Humane Society’s mission and contribute to building a culture of philanthropy.

• Ensure a safe working environment and actively participate in PHS safety programs.

• Participate as needed in special department projects.

• Work as a team member with other departmental managers.

• Represent PHS at outside meetings, act as a liaison with other organizations and contractors/partners as needed. Make presentations and speak publically about PHS.

• Perform other duties as assigned.

REQUIREMENTS AND QUALIFICATIONS
Must interact positively with supervisor, management, coworkers, volunteers, and the public to promote a team effort and maintain a positive and professional approach.

Must come to work regularly and on time, follow directions, take criticism, get along with coworkers and supervisors, treat coworkers, supervisory staff, members and guests with respect, courtesy, and refrain from abusive, insubordinate and/or violent behavior.

Must participate in All Staff Meeting every third Thursday of the month.

Must be able to work independently with minimal supervision.

Must have valid driver's license with a satisfactory driving record.

**SKILLS AND QUALIFICATIONS**

- Must have SHRM-SCP Certificate.
- Minimum 10+ years’ experience in Human Resources.
- Bachelor’s Degree in Business Administration / Human Resources. Master’s Degree preferred in Business Management. If degree not completed, transcripts will suffice.
- Minimum 5+ years as an HR Director supervising one to two employees.
- Proven knowledge of benefits administration, performance management, communication processes, compensation and wage structure, diversity, classifying employees, employment law and employee relations.
- Strong understanding of the interview process, payroll and other HR functions.
- Knowledge of HR systems including payroll systems, Word, Excel, Power Point and Organizational Charts.
- Ability to demonstrate professional decorum and discretion due to the nature of the work.
- 10 - 15 years office experience with at least 8 years of project management experience.
- Excellent communication, leadership, interpersonal and planning skills, including strong writing skills.
- Creative problem-solving skills, initiative, sound judgment and diplomacy.
- Strong organizational skills and the ability to work under pressure.
- Excellent customer support skills.
- Extreme attention to detail with the ability to independently and proactively plan work tasks in advance.
- Willingness and ability to learn new software programs as required.
- Demonstrate ability to learn quickly, meet deadlines and effectively manage and prioritize multiple tasks.
- Demonstrate ability to be both self-directed and collaborative as appropriate to the context.
- Proficient in computer applications, including the shelter system, Microsoft suite and email.
- Strong sense of professional judgment and ability to maintain confidentiality.
WORK SCHEDULE

- Must come to work regularly and on time. Must be available for early hours. Must be able to work early hours according to the needs of the department schedule, including weekends and holidays.

WORKING CONDITIONS

- Fast-paced environment. Employees are exposed to numerous animals (live and deceased), including those with uncertain dispositions. They are required to act in a safe and responsible manner.
- 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.
- While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms, climb or balance, stoop kneel, crouch, crawl; talk or hear and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

PHS prohibits discrimination against or harassment of any person employed by or seeking employment with PHS because of race, creed, religion, color, or national origin or because of age, physical or mental disability, marital status, or sex when the reasonable demands of the position do not require an age, physical or mental disability, marital status, or sex distinction. Federal law requires proof of citizenship or "alien right-to-work" status. PHS maintains a drug-free workplace and performs pre-employment substance abuse testing.