

Operation Breakthrough, Inc. is an equal opportunity/affirmative action employer and encourages applications from all qualified individuals including women, people of color, persons with disabilities, and lesbian, gay, bisexual, and transgender individuals. If you are interested in a career with Operation Breakthrough, Inc., please review our current job openings below.

SENIOR MANAGER OF HUMAN RESOURCES

Exempt - Full Time

Job Summary: The Senior Manager of Human Resource is responsible for the administration of human resources and some support services for approximately 150 employees including union and non-union employees. In the area of human resources, responsibilities include: employee and labor relations, training and development, benefits, compensation, recruitment, selection and onboarding, and compliance with all relevant federal, state, licensing and Head Start regulations. The Senior Manager of Human Resource collaborates with the senior leadership team and education coordinators, to facilitate enhancement of the organizational culture.

Qualifications:

- Master's degree in human resources, business administration, or related field.
- Minimum of 5 years of experience in a human resources department.
- Knowledge and experience in the implementation of non-profit services, policies and programs.
- Willingness and ability to work a flexible schedule based on the demands of the workload.

Essential Functions:

- Develop and administer personnel policies.
- Design, implement and oversee performance evaluation system.
- Consult with the Senior Leadership Team on organizational development strategies and issues.
- Oversee compliance with regulatory concerns and reporting in the fields of human resources, including, but not limited to, background screenings, physical exams and testing, and other requirements of licensing and regulatory bodies.
- Ensure that data is entered correctly into EZ Care and Child Plus before new employees begin working.
- Oversee the Orientation process for new employees.
- Implement and oversee systems for recruitment and selection, onboarding, development and training. Create or assist supervisors to create job descriptions.
- Direct benefits administration, including open enrollment.
- Develop personnel forms and direct maintenance of personnel files.
- Conduct research, make recommendations, and consult with leadership regarding wages and salaries.

Essential Functions:

- Consult with the Senior Leadership Team on the assessment and implementation of appropriate professional development activities.
- Consult with the CEO on employee communications.
- Oversee employee/management relations, including employee assistance and coaching of supervisors in dealing with employee issues, following the issues resolution process outlined in the handbook.
- Direct “the Employee of the Month” Program.
- Administer compensation, benefits, FMLA, and workers’ compensation.
- Educate, investigate, evaluate, report, and serve as a liaison on all matters related to potential discrimination and equal employment, including recruitment, selection, training, supervision, grievance procedures, harassment, drug usage, and termination.
- Provide training information to supervisors and managers on ongoing changes in regulation or requirements on topics such as employee supervision, hiring, grievance procedures, drug policy, harassment policy, the Equal Employment Opportunity and other employment laws.
- Supervise support Human Resources staff and receptionists, including performance development and scheduling.
- Assist in developing and implementing Corrective Plans of Action for all Human Resource issues identified during Site-Based Reviews, Executive Review Meetings, monthly Head Start reporting, Accreditation, QRS; and ensure appropriate follow-up occurs to resolve the issues.
- Facilitate ongoing assessment process including outcomes reporting for program information as well as agency use; make or recommend adjustments to ensure timeliness, creativity, efficiency and effectiveness.
- Attend all assigned organization meetings, participate fully and gather information to be related back to the Senior Leadership Team.
- Build relationships within the community to foster collaboration and broaden resources.

Competencies:

- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Interpersonal Skills: Interact respectfully with others. Manage conflict effectively. Gain respect and confidence of others. Demonstrate sensitivity to the needs and feelings of others and develop and maintain solid working relationships with others at all levels of the organization, with parents, and others in the community.
- Problem-Solving: Identify problems, use good judgment and make decisions based on facts, sound reasoning and weighing of possible outcomes.

Competencies:

- **Critical Thinking:** Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Coaching Skills:** Ability to model and develop others in the management of interpersonal and performance issues.
- **Organizational Skills:** Show superior organizational skills, prioritizing multiple projects and tasks to meet deadlines while dealing with changes and interruptions. Complete all paper work with accuracy and timeliness.
- **Professionalism:** Model appropriate behavior, personal appearance, language and communication skills for staff members as well as children. Project a positive and honorable image for oneself and Operation Breakthrough.
- **Team Leadership:** Ability and willingness to take charge, provide overall direction, gain commitment, and engage work groups in problem-solving and achievement of outcomes.
- **Supervision:** Skilled in resource allocation, coordination of people and resources, interviewing and selection, coaching for desired performance, conducting performance reviews, managing performance, terminations.
- **Confidentiality:** Maintain confidentiality with regard to staff, children and families according to established guidelines.
- **Diversity:** Sensitive to diverse learning styles, knowledge/skill levels and cultural orientation. Accept interpersonal differences and deal effectively with others regardless of level or status.
- **Communication:** Listen, perceive and interpret what others are communicating. Obtain needed information from others and convey information both verbally and in written form in a way that is understandable by a wide range of audiences.
- **Technology:** Maintain above-average proficiency in use of hardware, software, and technical correspondence, including Microsoft products and other technology in use at Operation Breakthrough.
- **Dependability:** Serve as a role model in following policies and procedures, using time wisely, being on time, reporting, doing whatever it takes to get the job done, following through on commitments.
- **Life-long Learning:** Continuously engage in gaining new knowledge and skills. Develop others.
- **Human Resources Management and Law:** Maintain current knowledge of state and federal employment laws, reporting requirements, and best practices. Knowledge of principles and procedures for personnel benefits, EEO, and personnel information systems.

Working Conditions: Office

Reports to: COO

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of an employee.