



POSITION DESCRIPTION

Position: **Human Resources and Administrative Officer**

Reports to: Director of Administration and Finance

Status: Non-exempt; full-time (40 hours/week)

Date Prepared: March 15, 2020

POSITION SUMMARY:

Manages several functions in the human resources department such as employment, compensation, benefits, training and employee relations. Participates in the development and implementation of new policies and practices as well as contribute to the development of HR department goals, objectives and systems. Ensures organizational practices are in compliance with the law. May manage hourly positions but serves as the sole human resources practitioner. Additionally, the Human Resources and Administrative Officer provides a wide variety of skilled administrative and clerical support for the Executive Director/Chief Executive. Responsibilities involve exposure to sensitive information and require considerable use of tact, diplomacy, discretion and judgement. Other duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Human Resources

- Implement and revise Hospitality House's compensation and benefits program.
- Create and revise job descriptions, managing all files and adhering to naming practices.
- Conduct annual salary surveys, and initiate an annual staff survey, soliciting feedback on employment practices, benefits and workplace culture.
- Develop, analyze, and update Hospitality House salary budget, providing the data to the Director of Administration and Finance for review.
- Develop, analyze and update Hospitality House employee evaluation practices, ensuring that Managers utilize the correct forms, conduct evaluations on time and on schedule referencing employee goals and objectives. Send reminders when managers are overdue in their evaluations.
- Develop, revise, and recommend personnel policies and procedures changes and updates, keeping abreast of ever-changing employment law and best practices.
- Maintain and revise Hospitality House's Employee Handbook, ensuring proper review by Executive Director and outside legal counsel when necessary.
- Perform benefits administration; handle all aspects of the annual Open Enrollment period for staff to ensure proper education, benefit options and costs.
- Maintain affirmative action programs.
- Conduct new employee orientations and employee relations counseling.
- Participate in administrative staff meetings.
- Maintain Hospitality House staff directory and organizational charts.
- Recommend new policies, approaches, and procedures.

Personnel Management

- Manage all job openings for Hospitality House. Oversee recruitment efforts for all personnel, including writing and placing job ads, scheduling interviews and communicating with applicants; participate in interviews as needed.

- Manage all communications between an employee candidate and Hospitality House until the interview process is complete and a hiring determination has been made. Communicate interview outcomes and inform candidates who are not selected; write offer letters and determine start dates.
- Write and update job descriptions as needed and directed.
- Manage the entire employee onboarding process including but not limited to ensuring that new hire paperwork is completed and processed. Inform newly hired staff of job duties, responsibilities, benefits, schedules, working conditions, promotional opportunities, etc.
- Prepare and update employment records related to hiring, transferring, promoting and terminating.
- Ensure information is disseminated to staff on existing and/or new procedures.
- Lead trainings for new employees on use of the payroll system for non-exempt employees.
- Create a training binder of pre-approved offerings for staff. Recommend trainings for staff needing extra assistance; maintain records of trainings attended and required; purchase safety equipment. Ensure that trainings like Sexual Harassment Prevention are completed on time and per the legal requirements.
- Address any employment relations issues, such as work complaints and harassment allegations.
- Help support managers and supervisors with employment law questions and appropriate steps for disciplinary action. Provide guidance and back up assistance (through attendance) to managers when issuing written warnings, maintaining confidentiality at all times.
- In concert with the Director of Administration and Finance, ensure that all appropriate steps are taken when terminating employees involuntarily. Maintain support documentation justifying the decision and receive approval from ADP prior to terminating.
- Upon termination, ensure that all necessary paperwork and final paychecks are provided to discharged employees as required by law and Hospitality House best practices.
- Maintain all employee personnel files, ensuring that all files are complete, and that confidentiality is continuously and consistently upheld.
- Understand and ensure that all shelter staff maintain guest confidentiality and data privacy standards.
- Maintain knowledge of fire, safety, health and work standards to ensure a safe and positive environment for all. Work with Program Manager to create and update Workplace Safety standards and disseminate such information to all staff; regularly coordinate quarterly staff trainings on topics related to building evacuations, safety standards and protocols.

Executive Assistance

- Attend Board Meetings to take, transcribe and/or distribute minutes.
- Prepare Board Packets and materials for Board Meetings and Committee Meetings, writing portions of the Board Packet as needed.
- Develop reports as requested by management.
- Manage the calendar for the Executive Director, setting meetings and communicating with outside stakeholders to seek their availability and confirm meeting times/dates.
- Respond to calls that come in for the Executive Director.
- Prepare printed materials for the Executive Director in advance of her Board Meetings and other community meetings.

ATTENDANCE:

Must be punctual and timely in meeting all requirements of performance, including but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- Analytical - Synthesizes complex or diverse information; collects and researches data; designs workflows and procedures.
- Design - Generates creative solutions; uses feedback to modify designs; demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Project Management – Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.
- Technical Skills – Pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Interpersonal

- Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- External Working Relationships – Develops and maintains courteous effective working relationships with clients, vendors and/or other representatives of external organizations.
- Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Initiative – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

Communication

- Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
- Written Communication – Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.
- Teamwork – Contributes to building a positive team spirit; supports everyone's efforts to succeed.
- Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values and adheres to the strictness of confidentiality.

Leadership

- Change Management – Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.
- Delegation – Delegates work assignments when appropriate; matches the responsibility to the person; gives the authority to work independently; sets expectations and monitors delegated activities; provides recognition for results.
- Managing People – Includes staff in planning, decision making, facilitating and process improvement; makes self-available to staff; develops staff's skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services.
- Motivation – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; takes calculated risks to accomplish goals.
- Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.
- Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Innovation – Meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.
- Diversity – Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; builds a diverse workforce.

Organization

- Business Acumen – Understands business implications of decisions; demonstrates knowledge of market and competition; aligns work with strategic goals.
- Cost Consciousness – Works within approved budget; conserves organizational resources.
- Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity – Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

BUSINESS NECESSITY:

The needs of Hospitality House may be dependent on responding to and anticipating rapidly changing external and internal demands in all aspects of how business is conducted. This may include, but is not limited to, organization structure, finances, goals, personnel, work processes, technology, and customer demands. Therefore, it may become necessary to make modifications to how business is conducted, and work is accomplished, with minimal or no advance notice to employees. Accordingly, the employee

must be capable of adopting with minimal or no advance notice, to change in how business is conducted, and work is accomplished, with no diminishment in work performance.

SAFETY AND SECURITY:

All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

SUPERVISORY RESPONSIBILITIES:

This position has no individual direct reports, but is responsible for the overall direction, coordination, and evaluation of the administration and finance department of Hospitality House and Bread & Roses Thrift Store. Carries out supervisory responsibilities in accordance with Hospitality House's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, and overseeing financial processes and payroll systems, contracts, compliance with employment law, rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

Bachelor's degree (B.A.) or equivalent from a four-year college or technical school; or three to five years related finance and/or non-profit management experience and/or training; or equivalent combination of education and experience. Human Resources experience required.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before staff, groups of volunteers, donors, members of the general public and employees of the organization.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Database Software; Internet Software; Spreadsheet Software (Excel); Word Processing Software (Word); Electronic Mail Software (Gmail); and Presentation software (PowerPoint).

CERTIFICATES, LICENSES, REGISTRATIONS:

- Current vehicle insurance and a valid CA state driver's license.

OTHER SKILLS, ABILITIES, AND QUALIFICATIONS:

- Must be able to maintain confidentiality in all areas related to personnel and employment law.
- Exceptional people skills.
- Possesses a natural ability to show compassion and empathy while also being firm, fair and consistent in upholding the rules of Hospitality House.
- Principles and practices of hiring, supervising, training and evaluating staff.
- Understanding of employment laws, staying up to date on changing labor laws and federal, state and local rulings.

- Uses a computer to access, input and retrieve work-related information and to prepare written documents.

PHYSICAL DEMANDS:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, sit and walk (including up and down stairs); use hands to finger, handle, or feel; reach with hands and arms; talk and hear; smell.

The employee must occasionally lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typically moderate to high with high levels of distraction.

NATURE OF SUPERVISION RECEIVED:

Must be able to work independently toward attainment of operational goals and contract compliance.

HH Employment is available to eligible people regardless of religion, race, color, national origin, sex or disability.

This job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Printed Name: _____ Date _____

Signed: _____