

This full-time position is located in Grass Valley, California (a halfway point between lake Tahoe and Sacramento).

Hospitality House began as a shared vision in 2005 when concerned Nevada County citizens came together to help individuals struggling with homelessness. After operating as a nomadic shelter for eight years, Hospitality House opened its doors as an emergency shelter, Utah's Place, in 2013. It became the first and only permanent homeless shelter in Nevada County and remains the only general use emergency shelter today. Hospitality House plays a critical role in the community, offering emergency shelter, street outreach, food, clothing, job training, customized case management, mental health counseling, enrichment classes, transportation, recuperative care, pet-care, housing assistance, and homelessness prevention services.

If you share our vision of helping Nevada County residents return to housing with care and compassion, we invite you to join our team! The Human Resources (HR) Specialist is a human resources professional supporting the HR Department. The ideal candidate brings a high level of professionalism, organization, attention to detail, and ability to work in both individual and team settings to our fast-paced non-profit organization.

#### Pay Range

\$24-\$26 an hour.

#### Benefits Package

- Medical Insurance (100% of premium paid by the employer).
- Dental Insurance.
- Vision Insurance.
- Life Insurance.
- Long-term Disability Insurance.
- Voluntary Short-term Insurance.
- 401k.
- 11 paid holidays.
- 11 paid sick days.
- 5 paid vacations in first year (gradual increases commensurate with seniority).

#### **POSITION SUMMARY**

Under the direction of the HR Director, the HR Specialist assists in the completion of HR tasks including but not limited to drafting and completing forms, managing databases, and implementing training programs. The HR Specialist is also responsible for administrative and office duties; implementing the agency's benefits and compensation program; assisting with recruitment, onboarding, and offboarding; supporting the HR Director's employee relations efforts; and overseeing the agency-wide training programs.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

##### General Human Resources Administration Duties

- Under the direction of the HR Director, update and revise the HR Manual.

- Assist in communicating Hospitality House policy and legal updates including but not limited to those surrounding HIPPA, confidentiality, and applicable employment law throughout the agency.
- In coordination with the HR Director, assist in the implementing the annual employee evaluation program.
- Help maintain Hospitality House's diversity, equity, and inclusion program ensuring goals, objectives, and practices are in line with current law and agency standards at all times.
- Manage the agency-wide training documentation program including but not limited to staff attendance, certifications, and/or achievement certificates for insurance, legal and best practices compliance.
- Maintain training videos, manuals, PowerPoint presentations, and other materials are available for staff to revisit as needed.
- Ensure supervisors receive accurate and timely time and attendance system training.
- In coordination with the HR Director, manage all employee personnel and employment records ensuring documents are maintained and stored in compliance with applicable federal and state law as well as Hospitality House's standards of excellence and best practices.
- Maintain working and up to date knowledge of fire, safety, health, and work standards to ensure a safe and positive environment for all. In coordination with the HR Director, help implement staff workplace safety standards; disseminate such information to all staff.
- Set up new hires with healthcare benefits and aid in the transition of former employees to understand their COBRA options.
- Maintain and support the agency staff retention program.

#### CalOSHA Compliance Duties

- Assist the HR Director in developing, implementing, and operating the agency's CalOSHA compliance program.
- Under the supervision of the HR Director and in coordination with the Facilities and Maintenance Department, identify, document, and assess CalOSHA safety and compliance risks; Retains accountability for the appropriate escalation of safety and compliance risks for mitigation.
- Ensure all safety-related corrective action plans and mitigations are managed and addressed in coordination with the HR Director and other members of the leadership team; Serves as a project manager for assigned safety and compliance related projects.
- Stay updated on industry changes and proactively implement necessary changes as directed by the HR Director.
- Prepare for and assist with regulatory audits and compliance evaluations.

#### Employee Recruitment, Onboarding, and Offboarding

- Update and revise job description documents with input from department managers and as directed by the HR Director.
- In coordination with the HR Director, maintain Hospitality House's online personnel and recruitment and onboarding portals as well as assist with personnel terminations ensuring accurate and timely documentation, policy and procedure adherence, and final paycheck execution.
- Under the direction of the HR Director, create and maintain job openings and hiring requisitions online, draft offer letters, and engage in pre-hire communications.
- Implement the employee onboarding program ensuring accurate and timely document completion, assisting with the facilitation of agency-level orientations, and creating employee payroll accounts.

#### Administrative Duties

- Perform a variety of general clerical tasks, including but not limited to photocopying, creating and maintaining binders, distribution of internal agency documents, and running agency-related errands.
- Answer incoming calls and handle the communication needs of clients and constituents.
- Manage confidential files including employee and other proprietary documents.
- In coordination with the Facilities, Maintenance, and Purchasing Supervisor, Inventory office supplies on a weekly and as needed basis.
- Greet clients and visitors with a professional and welcoming demeanor.
- In coordination with the Human Resources Director, plan and facilitate staff gatherings and meetings.
- Under the direction of the Director of Business Operations, complete data entry and other clerical projects as assigned.

#### Duties as a Hospitality House Employee

- Serve as an agency ambassador.
- Role models positive, professional behavior including in appearance and communication with others.
- Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
- Foster open and collaborative relationships with other team members and management.
- Develop healthy community relationships and maintain a positive program image.
- Maintain working knowledge of fire, safety, health, and work standards to help provide a safe and positive environment for all.
- Attend and participate in regular one-on-ones with immediate supervisor. Attend and participate weekly staff meetings and team building gatherings as required.
- Ensure confidentiality and data privacy standards are met or exceeded at all times.
- Recognize and perform the duties of a mandated reporter as outlined in federal, state, and local regulations as appropriate.
- Ensure agency programs are available to eligible residents regardless of religious belief or affiliation, race, color, national origin, handicap, or sexual orientation.
- Assist at Hospitality House sponsored events as needed.
- Maintain grounds security at all times.
- Travel as required.
- Other duties as assigned.

#### **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.

#### **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 does not have supervisory responsibilities.

### **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 one to three years human resources and/or non-profit administrative experience; or equivalent combination of education and experience.

### **LANGUAGE SKILLS**

Ability to read, analyze and interpret common scientific and technical journals, financial reports and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or Board of Directors.

### **COMPUTER SKILLS**

To perform this job successfully, an individual must have knowledge of: Microsoft Office Suit (Word, Excel, PowerPoint, and Office 365,

### **CERTIFICATES, LICENSES, REGISTRATIONS**

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

### **OTHER SKILLS, ABILITIES, AND QUALIFICATIONS**

- An interest in working with members of vulnerable populations especially those experiencing homelessness required.
- CalOSHA compliance experience highly preferred but not required.
- Understands and adheres to Health Insurance Portability and Accountability Act regulations.
- Can ensure that agency programs are available to eligible people regardless of religious belief, or affiliation, race, color, national origin, handicap, or sexual identification or orientation.
- Can ensure confidentiality and data privacy standards are met or exceeded at all times.
- Recognizes and can perform the duties of a mandated reporter as outlined in federal, state, and local regulations as appropriate.
- Has 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. Modifies words and actions by gauging individual needs and the state of mind of guests and residents.

- Implicitly understands how to de-escalate situations to encourage the best possible outcome.
- Holds a firm understanding of self-care and actively engages in it as a means to decompress.
- Knows how to take appropriate steps to create and maintain proper work-personal boundaries.
- Asks for guidance and assistance when needed as opposed to performing duties without clear understanding.
- Role models positive, professional behavior including in appearance and communication with others.
- Possesses a strong understanding of employment laws and human resources related regulations.
- Excellent writing skills required.

### **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.**