



## **JOB DESCRIPTION**

**DATE:** October 23, 2018

**POSITION:** Manager, Human Resources

**DIRECT REPORT:** Vice President, Operations

**FLSA STATUS:** Exempt

**HOURS:** Full-time

### **SHORT DESCRIPTION**

The Manager, Human Resources will be responsible for recruiting top talent, and providing CTC staff members with an exceptional work experience. From the moment of hire until the time they leave the organization, we want employees to be engaged in their jobs. The Manager, Human Resources will manage compensation, recognition, training, performance management and employee relations in a manner that retains staff members long-term and builds CTC's brand. The Manager, Human Resources is tasked with ensuring that our company culture welcomes a diverse population and supports each person in achieving career goals within the organization. The position is part of the Operations Team, and works strategically alongside the Vice President, Operations, as well as CTC's managers and leadership.

### **RESPONSIBILITIES**

- Manage the full life-cycle recruitment process for multiple open positions including developing job descriptions, posting positions, sourcing prospective candidates to ensure a diverse applicant pool, screening and interviewing candidates, negotiating compensation packages and writing offer letters
- Keeps job descriptions up-to-date, accurate and compliant with relevant federal, state and local laws for all positions
- Develops training and performance management program that ensures all employees are familiar with their job responsibilities
- In conjunction with each Director/VP, develop and implement a staffing plan with a forecast for each department
- Develop and maintain an applicant tracking system, to ensure an adequate pipeline of candidates to fuel the organization's growth
- Creates and updates compensation strategy through market analysis and pay surveys
- Proactively establish relationships with strategic community partners to gain access to local diverse talent
- Ensures all employment practices comply with federal, state and local regulations
- Create and administer all aspects of CTC's retention efforts
- Work with Vice President, Operations to develop and maintain a training catalog for employee development at all levels
- Maintain and enhance an engaging new hire onboarding system that feeds into training objectives throughout the career cycle of the employee
- Provide suggestions and implement processes for retention of staff
- Manage the performance review process
- Handles terminations and investigation and resolution of employee issues, concerns and conflicts

- Ensures all employment practices comply with federal, state and local regulations
- Additional responsibilities as needed

## **SKILLS AND EXPERIENCE**

- 3+ years in an internal recruiting role
- 5+ years in a related field of HR or training
- Be a natural coach and mentor who relates well with people across a wide spectrum of backgrounds and personalities, listens and communicates well, and who can build rapport with a diverse and eclectic workforce
- Experience using and optimizing HR platforms, such as Human Resources Information Systems (HRIS), ADP, etc.
- Have excellent project management skills with a proven ability to design and implement people strategies and policies that drives results
- Able to quickly learn utilizing digital platforms for record keeping and workflow
- Be entrepreneurial, energetic, self-directing, ready to roll up your sleeves, and excited about growing an organization
- Demonstrated effectiveness in written and verbal communication
- Knowledge of relevant employment law
- Experience with creating a culture of engagement, collaboration and teamwork
- Capable of compiling and analyzing employment data to guide strategic planning
- Ability to use diplomacy and tact
- Ability to work independently without constant supervision

## **EDUCATION**

- Bachelor's degree or equivalent work experience in Human Resources, Business or Organizational Development

To apply, please send cover letter and resume to [hr@redeemercitytocity.com](mailto:hr@redeemercitytocity.com).