



JOB DESCRIPTION

TITLE: Human Resources (HR) Manager

REPORTS TO: President & CEO

DEPARTMENT: Human Resources

FLSA Status: Exempt; Full Time

The Human Resources (HR) Manager leads and manages the full spectrum of human resources functions for our nonprofit organization (approximately 80-100 staff members). This role is responsible for developing, implementing, and upholding HR policies and practices that support a positive workplace culture and mission-driven environment. The HR Manager supervises the HR Specialist and functions as a trusted partner to leadership, ensuring compliance with employment laws, effective talent acquisition and retention, and professional support to all employees.

PRINCIPAL JOB DUTIES AND RESPONSIBILITIES

- Manage the day-to-day operations of the HR Department and maintain final accountability for the quality, accuracy, and timeliness of departmental work.
- Establish departmental priorities, assign work, monitor deadlines, review completed work, and provide clear direction and feedback to HR staff.
- Develop, review, update, and implement HR policies, procedures, and the employee handbook.
- Ensure clarity, consistency, and compliance with local, state, and federal employment laws.
- Monitor and interpret HR-related laws and standards, ensuring organizational compliance.
- Serve as a subject-matter expert on HR best practices, guiding leadership on policy interpretation and application.
- Lead and oversee the full recruitment lifecycle, delegating recruitment coordination, applicant screening, interview scheduling, and onboarding administration to the HR Specialist as appropriate.
- Partner with department leaders to forecast staffing needs, develop strategic hiring plans, and ensure consistent and effective selection practices.
- Oversee onboarding practices that support new hire engagement, readiness, and success.
- Serve as the primary point of escalation for complex employee relations matters, workplace complaints, conflict resolution, investigations, and disciplinary actions.
- Lead performance management processes, including performance evaluations, coaching, corrective action, and performance improvement planning.
- Train and advise supervisors and managers on employee relations matters, performance management, disciplinary actions, documentation, and employment practices.
- Promote and support a positive, mission-focused work environment where all staff feel valued and respected.
- Administer employee benefits programs including health insurance, retirement plans, leave programs, and wellness initiatives while ensuring effective communication, enrollment, and



compliance.

- Oversee complex leave, accommodation, and benefit matters and ensure consistent application of organizational policy and applicable law.
- Conduct salary and benefits analyses as needed to support equitable and competitive offerings in a nonprofit environment and with consideration to operational budgets.
- Collaborate with Finance to ensure accurate payroll processing, personnel changes, and employment-related reporting.
- Manage workers' compensation, unemployment claims, and employment-related reporting.
- Supervise the HR Specialist and other HR staff or interns as assigned, providing coaching, oversight, accountability, and ongoing professional development.
- Collaborate closely with senior leadership to align HR strategies with organizational goals.
- Serve as a role model for professionalism, confidentiality, ethical conduct, and a deep commitment to the organization's mission.
- Support workforce planning, retention strategies, succession planning, and organizational development initiatives.
- Track HR metrics and trends to inform strategic decision-making and continuous improvement.
- Lead the HR components of organizational accreditation, audits, monitoring visits, and compliance reviews and collaborate with organizational compliance staff on broader requirements.
- Promote conflict resolution, constructive communication, and consistent management practices throughout the organization.
- Other duties as assigned by the President & CEO.

KNOWLEDGE, SKILL, AND ABILITIES REQUIRED

- Bachelor's degree in Human Resources, Business Administration, or related field required. Master's degree preferred. HR certification (PHR, SHRM-CP, or equivalent) preferred.
- Minimum of five (5) years of progressive HR experience, including at least two (2) years of supervisory or management experience.
- Strong knowledge of HR best practices, employment law, employee relations, benefits administration, compensation, and HRIS systems.
- Exceptional professionalism, communication, judgment, and interpersonal skills.
- Ability to maintain confidentiality and model high ethical standards.
- Demonstrated ability to work collaboratively with staff at all levels of the organization and foster a supportive, mission-aligned culture.
- Proven leadership, decision-making, problem-solving, organizational, and project-management skills, with excellent attention to detail.
- Ability to establish priorities, manage multiple deadlines, delegate effectively, and hold staff accountable for timely and accurate work.
- Sensitivity to the cultural diversity of clients and employees and the ability to work effectively with diverse racial, ethnic, and economic groups.
- Ability to analyze data, identify trends, and implement improvements.
- Demonstrated ability to adapt effectively to changing priorities, operational needs, and



organizational environments.

- Proficiency in Microsoft 365 and HR information systems.
- Bilingual in Spanish a plus but not required for this position.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- The work environment requires the employee to work both indoors and outdoors in varying weather conditions, including heat, humidity, and dry conditions.
- Requires prolonged periods of sitting, standing, walking, bending, reaching, and stooping, with occasional climbing and the ability to lift and carry up to 35 pounds as needed.
- Must be able to walk and stand on uneven surfaces across multiple campuses and program locations.
- Must successfully pass Level 1 and Level 2 background screenings, motor vehicle record (MVR) review, and pre-employment drug and alcohol screening requirements.
- Occasional local and business-related travel required.
- Occasional evening and weekend work may be required.

The above declarations are not an “all-inclusive” list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. They are only to describe the general nature of the job and be a reasonable representation of its activities. HEP is a Drug Free Workplace and Equal Opportunity Employer.

HEP does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. HEP encourages people of all minority statuses to apply.

Employee Signature

Date