



POSITION TITLE:	<u>HR & Operations Manager</u>	REPORTS TO:	<u>Executive Director</u>
EMPLOYMENT TYPE:	<u>Regular, Exempt</u>	SALARY RANGE:	<u>\$58,000 - \$61,000</u>
SCHEDULE:	<u>Typically Mon-Fri, 8a – 5p, eligible for hybrid work after 6 months</u>	PRIORITY	<u>10/3/2022</u>
		CONSIDERATION BY:	<u></u>

JOB SUMMARY:

The Human Resources and Operations Manager leads the day-to-day administrative functions which support the organization, including HR administration, facilities maintenance, and general operations. This position is primarily responsible for administering all human resources related systems, including recruitment and engagement, policy development, legal compliance, and benefits administration. The HR and Operations Manager has supervisory functions of administrative staff across programs.

Individuals with personal, shared, or lived experience as an immigrant, refugee, or a young adult experiencing homelessness are strongly encouraged to apply.

NOTE: This position requires working onsite and includes in-person contact with staff and clients while observing social distancing and other COVID-19 safety protocols.

APPLICATION PROCESS

Please e-mail a Cover Letter that *specifically addresses how your background makes you the best fit* for this position, your Resume, and three (3) Professional References to Jobs@TacomaCommunityHouse.org.

KEY RESPONSIBILITIES

Human Resources –

- Develop and maintain HR policies and procedures and interpret them for new and existing employees
- Oversee all stages of the hiring process, including recruiting and screening new employees and managing the onboarding process for new hires
- Facilitate employee engagement, professional development, and Equity, Inclusion, and Diversity initiatives
- Assist managers in the performance management processes and employment related issues
- Maintain confidential employee records in physical and electronic forms
- Design and maintain job descriptions for all positions
- Manage benefits enrollment, termination, and reconciliation
- Track and report protected leave, COBRA, and on the job injuries
- Ensure compliance to federal, state, and local regulations

Operations –

- Provide support to the executive director, including activities related to the Board of Directors and providing decision-making support using HR strategies and metrics

- Oversee the support of agency administrative and operational needs
- Manage building facilities and property maintenance functions, including contract negotiation and communication with vendors, in collaboration with the administrative team
- Monitor the operations budget and approve expenses

Supervision –

- Supervise and mentor administrative staff, providing feedback and direction, setting structure and expectations, and making recommendations relating to staff performance
- Assess team needs and provide professional development opportunities
- Participate in agency planning, collaborative projects, and decision-making activities, providing feedback and strategies for development on outputs, outcomes, and results
- Oversee selection of new department staff, interns, and volunteers
- Develop curriculum for and oversee the training of new staff
- Evaluate departmental performance to optimize outcomes

Other duties as assigned

REQUIREMENTS

Personal –

- Deep respect and compassion for underserved communities
- Commitment to inclusivity and equity, as a goal and an approach
- Dedication to maintaining confidentiality and the integrity to determine how it must be applied
- Ability to establish rapport with diverse groups of people across the community from different social, cultural, economic, and educational backgrounds
- A clear understanding of, and the ability to demonstrate, professional ethics, boundaries and judgment
- High degree of emotional maturity and cultural competence, particularly as it relates to working with English language learners, LGBTQIA+ populations, people of color, and at-risk youth and young adults
- Detail-oriented with high level of accuracy
- Ability to work well under pressure, to rapidly assess problems, to develop solutions, and to deploy limited resources effectively
- Desire to innovate and implement ideas and technology resourcefully, as an individual contributor and within the team
- Ability to organize and prioritize multiple projects and meet deadlines
- Ability to work collaboratively amongst departments with a variety of interests and needs
- Willingness to admit mistakes and learn new things

Experience & Skills –

- 2 years' experience in human resources and/or related certifications
- Knowledge of federal, state, and local employment-related laws and procedures
- High level of proficiency using Microsoft Windows and Office Suite, managing databases and keeping records
- Effective oral and written communication skills

Other –

- Required to carry an agency provided cell phone during all work hours
- Must be eligible to work in the United States

PREFERRED QUALIFICATIONS

- Bachelor's degree in human resources, business management or related field, and/or HR certification
- Bilingual/Multilingual
- Experience supervising a team
- Experience managing a department or function
- Experience working with people from diverse cultural, educational, and economic backgrounds
- Knowledge of Pierce County resources for low-income populations
- Knowledge of and/or formal training the following areas: Equity, inclusion, and anti-racist practices; cultural competency in issues faced by immigrants, refugees, victims of crime, and LGBTQ individuals
- CPR/First Aid training

PHYSICAL REQUIREMENTS & WORK CONDITIONS

While performing the duties of this job, the employee is *regularly* required to:

- Remain in a stationary position for extended periods of time
- Operate a computer and other office equipment, such as copy machine or calculator
- Traverse around the building from one room to another
- Access files and/or supplies in cabinets and/or drawers close to the ground
- Communicate with coworkers and with clients whose primary language may not be English
- Review electronic and physical data for accuracy

While performing the duties of this job, the employee may *occasionally* be required to:

- Transport up to 20 pounds at a time
- Access files and/or supplies in tall cabinets
- Use metal fasteners in file folders
- Present and/or instruct in front of up to 50 people in a classroom or virtually
- Operate small tools, such as screwdrivers or locks, for misc. facilities needs
- Traverse outside of and around the building, including through grass and/or garden beds
- Move full garbage and recycling bins

This position works indoors, primarily in an office environment with a low level of noise but occasionally in a classroom or lobby setting with higher noise levels. This position may also occasionally work outdoors on minor building repair projects or as part of monitoring the grounds and facilities. There may be opportunities for this position to work remotely on occasion and/or to work a flexible schedule, with supervisor approval and dependent on the needs of the department. Individuals in this position may be expected to navigate difficult and uncomfortable situations while working with participants who have suffered trauma.

WHY WORK AT TACOMA COMMUNITY HOUSE?

Your paycheck is only part of your total compensation package. Employees also have access to a benefits package worth about 30% of your salary.

Insurance – We offer a comprehensive health care benefits package including medical, dental, and basic life insurance.

Retirement – Tacoma Community House employees may participate in a 403b plan which includes generous support from the Agency after 1 year of service.

Paid Leave – Leave benefits include 24 days of paid time off in the first year and 11 paid holidays.

We Are a Welcoming Workplace

Inclusion and empowerment are an integral part of who we are – our history, our culture, our identity. These values lead us in our operations as we strive to build and nurture a workforce that reflects the communities we serve and connects to each other in our dedication to equity and social justice.

Tacoma Community House is an Equal Opportunity Employer

In our relationships with staff, our participants, and our community, Tacoma Community House does not discriminate on the basis of race, color, sex, religion, creed, age, national origin, marital or military status, sexual orientation, gender identity, the presence or perception of any sensory, mental, or physical disability, genetic information, or any other status or characteristic protected by local, state or federal law. Applicants in need of accommodations are encouraged to call (253) 383-3951.