



## **Director of Human Resources Job Description**

### **YWCA South Hampton Roads**

The YWCA is the oldest and largest multicultural women's organization in the world and is the preeminent provider of services for victims of domestic and sexual violence in the country. As an affiliate of the YWCA U.S.A., the YWCA South Hampton Roads works locally to implement the mission of the YWCA: *Eliminating Racism and Empowering Women*. Since 1911, the YWCA South Hampton Roads has served as a source of strength for over a quarter million women and children in the Hampton Roads community.

The organization serves approximately 7,000 individuals each year through six hallmark programs, including our: 1) Domestic Violence Emergency Shelter and Housing Program; 2) Sexual Assault Support Services and Counseling Center; 3) Out-of-School Time Services; 4) Tidewater Community College Child Development Centers operated by the YWCA South Hampton Roads; 5) Respite Care; and 6) Coordinated Crisis Response Program. Learn more at [www.ywca-shr.org](http://www.ywca-shr.org).

As the organization prepares for strategic growth and continued impact in the community, the YWCA South Hampton Roads is seeking an energetic, creative and detail-oriented professional to serve as the Director of Human Resources. The Director of Human Resources is responsible for all HR functions including recruitment and retention, compensation, benefits, compliance, employee relations, policies, and procedures. The qualified candidate will ensure that the YWCA operates under best practices, including a commitment to equal employment opportunities, maintaining a drug-free workplace, compensation according to effort and contribution, staff development, and consistently applying policies. The Director will maintain the confidentiality of all employee information and ensure that HR operations are handled in accordance with current federal, state, and local standards, guidelines, and licensing regulations.

This senior staff level position interacts with employees in all departments and thus calls for excellent written and verbal communication skills, diplomacy, and the ability to relate to people at varying levels.

## **Responsibilities:**

- Provides credible consultation and direction to management on overall HR planning, strategy, and best practices.
- Maintains current job descriptions and compensation plan in accordance with FLSA.
- Develops and communicates benefits programs and eligibility; ensures plan documents/SPDs are current and administers programs in accordance with plan documents; handles initial enrollment, life event changes, and annual Open Enrollment; handles annual reporting (5500s, SARs) and discrimination testing; and oversees COBRA administration.
- Helps hiring managers with staffing needs; develops internal job postings and recruitment advertising; and helps with evaluating qualifications, interviews, offers, background checks, etc.
- Handles employee communications and maintains employee self-service (online) tools for orientation, benefits, training, etc.
- Manages and advises on effective performance review process.
- Manages PTO, FMLA, Workers' Compensation leave, and other absences (issues appropriate notices, collect medical certifications, etc.).
- Maintains Employee Manual and other written policies and procedures; interprets and applies policies and procedures; advises employees and board as required of changes to company policies.
- Handles required government reporting and compliance.
- Consults with supervisors and management on sensitive employee relations issues, complaints, and disciplinary actions; responds to harassment and discrimination charges; and writes and maintains documentation.
- Handles new hire processing, maintains documentation and files according to regulations, and oversees new employee orientation.
- Responds to Unemployment & Workers' Compensation claims.
- Handles separations and exit interviews and required government reporting and compliance.
- Oversees time/attendance reporting.
- Complies with federal, state, and local legal requirements by studying existing and new legislation; anticipating legislation; enforcing adherence to requirements; advising management on needed actions.
- Updates job knowledge by participating in conferences and educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Serves on HR Committee of the Board of Directors.

### **Professional Experience/Qualifications:**

- Bachelor's degree in Business Administration, HR or related field and 5 years of HR experience or a Master's degree in Business Administration; PHR/SHRM-CP or SPHR/SHRM-SCP required.
- Experience with staffing, employee relations, performance management, organizational learning and development, teambuilding, change management, succession planning, benefits, compensation, HRIS, payroll and compliance.
- Ability to write reports, business correspondence, procedure manuals, and process documents.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Must be able to handle multiple projects/tasks simultaneously while meeting deadlines.
- Able to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations
- Must be skilled in use of analytical tools including Word, Excel and Outlook.

All applicants are strongly encouraged to apply as soon as possible by e-mailing [jobs@ywca-shr.org](mailto:jobs@ywca-shr.org) a cover letter, resume, and unofficial transcripts by the close of business on October 19, 2018. Please insert "Director of Human Resources" in email subject line. No telephone calls please.

Please note this position has a specified posting dates listed above, however due to the large number of candidates we will be reviewing submissions regularly. Your cover letter and resume will be evaluated against the skills, education, and work experience required for the position. If you are among the top candidates who have met the required experience and qualifications for this position, we will contact you to schedule an interview or to discuss the next steps in the process.