



## **JOB DESCRIPTION – HUMAN RESOURCES MANAGER**

**Job Title:** Human Resources Manager  
**Department:** Legal/Human Resources  
**Division:** Administration

**Reports to:** General Counsel  
**FLSA Status:** Exempt  
**Salary Grade:** I  
**Package Plan Plus:** Yes

### **POSITION SUMMARY**

The Human Resources (“HR”) Manager has overall responsibility for the HR function as it relates to all CA team members, including employee relations, compensation and benefits administration, development, implementation and administration of CA’s human resources programs and employment policies, personnel record-keeping, workers compensation and team member safety issues, training and workforce development, and compliance with HR laws and regulations. The HR Manager performs advanced professional work advising CA team leaders and team members on the application of employment, benefits and workers compensation laws and regulations and CA’s employment policies in the contexts of hiring, discipline, employment termination, training, compensation, benefits, leave, equal opportunity and other human resources issues. The HR Manager must be open and available to discuss human resources matters with the entire workforce. The HR Manager reports to the General Counsel, but also works with CA’s VP of Administrative Services/CFO to administer CA’s benefits program, address employee safety issues, and oversee CA’s third party administrator and outside counsel in the handling of workers compensation matters. The HR Manager supervises the Organizational Development & Training function. The Human Resources Manager also performs such other functions as may be assigned by the General Counsel.

### **ESSENTIAL FUNCTIONS**

1. Prepare and maintain accurate records, files and reports, including responsibility for maintaining personnel records.
2. Organize and work independently on multiple assigned tasks/projects and complete assignments within specified deadlines.
3. Communicate effectively verbally and in writing to all levels of staff and management, outside officials and agencies, and the public, expressing ideas and instructions clearly and concisely.
4. Compile and analyze complex information, and research and develop solutions to complex issues.

5. Work well under pressure.
6. Accurately follow verbal and written directions from senior management.
7. Advise on employment statutes, rules, regulations and policies affecting team members.
8. Meet with and assist CA team leaders in planning and directing activities, explaining and implementing decisions, and resolving significant issues involving team members.
9. Recommend, develop, interpret and clarify personnel procedures and policies.
10. Conduct research regarding employment issues, benefits, workers compensation and personnel procedures and, working with General Counsel, apply the conclusions to CA's personnel policies and practices.
11. Assist in hiring, including developing job descriptions and job advertisements, and screening and interviewing candidates.
12. Develop, implement and manage a centralized recruiting process.
13. Demonstrate skills in consensus-building and mediation in order to constructively address employee conflicts.
14. Demonstrate skills critical for managerial success including leadership, decisiveness, flexibility, sound business judgment, and highly developed personal, analytical and communication skills.

### **JOB RESPONSIBILITIES**

1. Maintain knowledge of and ensure compliance with employment-related laws and regulations.
2. Manage actions and proceedings brought against CA arising in connection with employment, benefits and workers compensation issues, including preparation of responses to EEOC charges and management of outside counsel.
3. Maintain all personnel files, I-9 records, drug and alcohol screening and background investigation results, and other personnel records, and ensure CA is in compliance with all laws and regulations and demonstrates "best practices" in regard to personnel information management.
4. Provide leadership in effective conflict resolution for all personnel.
5. Analyze benefits options and cost alternatives for providing employee benefits, recommend benefits program modifications and implement approved benefits modifications.
6. Work with senior management to craft consistent, equitable and competitive compensation and incentives.
7. Develop and implement human resources programs and policies and periodically update CA's Team Member and Team Leader Handbooks.
8. Serve as a resource for team leaders in handling employee issues and assist them in counseling employees, conducting evaluations, staff training, problem-solving and consensus-building.
9. Serve as a resource for all team members by being available and accessible to discuss all human resources related issues.
10. Oversee the Organizational Development & Training function and develop employee training programs.

11. Maintain inter- and intradepartmental work flow by providing information to and cooperating with co-workers.
12. Assist in hiring by providing job descriptions and advertisements, and in the case of hiring of senior team leaders, by screening and interviewing candidates.
13. Work with VP of Administrative Services/CFO on matters involving benefits, employee safety and workers compensation issues.
14. Oversee handling of employment-related inquiries, such as employment verification requests and unemployment compensation inquiries and proceedings.
15. Chair/serve on various CA committees, as well as outside human resources or industry-related groups.
16. Develop, implement and participate in employee recognition programs.
17. Enhance job performance by applying up-to-date professional and technical knowledge gained by attending seminars and conferences and reviewing professional publications.
18. Perform other duties as assigned by General Counsel, President or other senior management.

## **QUALIFICATIONS**

### **Experience, Education and Licensure**

1. Bachelor's degree in HR Management or related discipline required; Master's degree preferred.
2. At least ten years of professional experience across all HR disciplines, including employment, benefits, compensation, employee relations, training and development, workers compensation and conflict resolution.
3. PHR certification required; SPHR certification preferred.
4. Experience working with a diverse workforce.
5. Prior experience working with a non-profit community services corporation a plus.
6. Fluency in Spanish as a second language preferred.

### **Required Skills and Abilities**

1. Conduct research, including use of commercial computer-based research services.
2. Communicate effectively, verbally and in writing, to a diverse audience.
3. Plan, organize and prioritize work.
4. Assign and supervise the work of others.
5. Demonstrate the highest level of ethical behavior.
6. Remain flexible in order to adapt to changes in work environment.
7. Study and apply new information, and take initiative.
8. Excellent time-management, problem-prevention and problem-solving skills.
9. Work accurately with close attention to detail.
10. Maintain confidentiality of sensitive information.
11. Work effectively, professionally and tactfully with CA's diverse workforce, team leaders, senior staff, and outside companies and public agencies.

12. Possess a work ethic that includes neatness, punctuality and accuracy.
13. Exhibit a professional, businesslike appearance and demeanor.
14. Basic computer skills, including e-mail, word processing and spreadsheets.
15. Excellent interpersonal skills to facilitate interaction with the workforce.

### **WORK ENVIRONMENT**

1. Ability to work in an office setting.
2. Position may require extended hours including evenings and weekends, travel to multiple work sites and occasional out-of-town travel.

### **ACKNOWLEDGEMENT**

**NOTE:** The above statements are intended to describe the general nature of work performed by the Human Resources Manager. These statements are not to be construed as an exhaustive list of all responsibilities, tasks and skills required of an employee in this position. **CA reserves the right to require that other tasks be performed when warranted (for example, by emergencies, changes in personnel or workload, corporate reorganization, or technical development). CA also reserves the right to revise this job description.**

**My signature below acknowledges that I have read this job description and I am able to perform the essential functions and responsibilities of the position of Human Resources Manager.**

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**Signature of Team Member**

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**Date**

**September 2006**