

# Maui Economic Opportunity, Inc.

## Job Description

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**Job Title:** Human Resource Manager  
**Department:** Human Resources  
**Reports To:** Chief Executive Officer  
**FLSA Status:** Exempt  
**Prepared Date:** December 2010  
**Updated:** June 2022  
**Pay Grade:** S38

### **SUMMARY:**

Assists the CHRO with providing leadership with the development and execution of human resource strategy in support of the overall business plan and strategic direction of the organization, specifically in the areas of succession planning, talent management, change management, organizational and performance management, training and development, and compensation. Responsible for all recruitment, employment, and orientation activities/processes for MEO.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Regularly exercises discretion, independent judgment and decision making while performing duties and responsibilities.
- Assist with providing strategic leadership by articulating Human Resource needs and plans to the executive management team.
- Assist with establishing and implementing HR efforts that effectively communicate and support the firm's vision and strategic vision.
- Assist with management and administration of all human resource matters, ensuring all areas are in compliance with Federal and State laws, DOT, and program regulations.
- Assist with oversight of benefits administration, and monitoring and maintaining a competitive compensation program that is aligned with other non-profit organizations.
- Assist with the agent of record overseeing the collection of census data, premium history, and claims experience information to conduct market studies securing the most competitive rates.
- Develop comprehensive strategic recruiting and retention plans to meet the human capital needs of strategic goals.
- Recruit, screen and/or interview applicants utilizing internal and external job posting, web posting, professional organizations, print and social media. Incorporates principles of employment branding to recruitment efforts. Keep hiring managers apprised of recruitment status and any top-tier applicants. Evaluate effectiveness of recruitment sources.
- Communicate with applicants regarding position vacancies, job requirements, benefits and wages. Assist applicants in filling out application forms and request additional information or clarification as necessary, reviewing forms for completeness.
- Prepare candidates for the interview process, ensuring documents are received in a timely basis.
- Work with hiring managers to develop interview questions; schedule, facilitate interviews.
- Assist hiring managers in ensuring the best candidate is selected for the position and in compliance with EEO and all other Federal, State, County applicable laws/regulations, DOT rules, and any other contracts and/or grants.
- Inform applicants of employment decisions/make job offers. Complete personnel memos, letters or emails as needed.
- Complete applicant verifications and references. Obtain necessary hiring approval.
- Coordinate all post-offer, pre-employment screening in a timely manner. Schedule and conduct new hire orientation.

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- Maintain accurate and accessible records and files concerning interviews, applicant sources, advertisements, correspondence, employment logs, etc.
- Oversee that all new-hire information is entered into the HR system; complete all new-hire paperwork. Prepare and facilitate with managers for successful onboarding of new employees.
- Collect, compile and maintain DOT and personnel files and records to comply with state and federal laws and regulations, agency policies and Head Start Performance Standards; monitor files for compliance and purge documents as prescribed by regulations.
- Collect, update and maintain and monitor Head Start staff credentials and licenses.
- Process In-house transfers and promotions.
- Make arrangements for temporary agency staff as needed, and verify accuracy of invoices related to employment activities.
- Represent MEO at career/employment fairs and other events related to employment.
- Maintain turnover and other employment statistics. Compile statistical data and prepare periodic and special reports related to employment activities and other projects as required.
- Respond to unemployment claims, filing timely appeals as necessary.
- Assist CHRO as needed with employee relations and follow up as appropriate.
- Assist with establishing, writing and creating new policies, forms, procedures and guidelines.
- Monitor applicant drug testing process.
- Oversee the administration of all necessary paperwork pertaining to employment and personnel matters and serves as custodian of all related paperwork and files.
- Establish, develop, monitor and update personnel policies and procedures manual and the company employee handbook.
- Assists the agency's equal employment opportunity officer with compliance and maintains EEO logs, VETS-100 reports and files completed reports in a timely manner.
- Assist with monitoring and reviewing all driving infractions and accidents.
- Works with the CHRO to provide staff training and development and assists supervisors in training programs, to include, evaluating and monitoring employee performance and writing and communicating performance evaluations.
- Assist CHRO with providing counseling with respect to work performance and makes referrals to Employee Assistance Professional (EAP) or Substance Abuse Professional (SAP) as necessary.
- Assist with monitoring and evaluating existing employee incentive/recognition programs as well as creates new programs for employees.
- Assist with ensuring that discipline is being practiced fairly and consistently within all departments.
- Conduct investigations and administer corrective action as necessary.
- In the absence of the CHRO, will act as a liaison between the company and union.
- Represent the Company at all legal hearing and proceedings as assigned.
- Assist CHRO to establish career development plans for staff members.
- Attends public meetings, forums and hearings and acts as the designated Agency representative as assigned.
- Promote and maintain a high level of customer service ensuring that staffs needs are met.
- Promote and maintain safety culture for staff and clients.
- Regular attendance.

### **NONESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Performs other duties as needed.

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### **SUPERVISORY RESPONSIBILITIES**

Directly supervises the HR staff in the absence in the absence of the CHRO.

Responsibilities include assigning and directing work and addressing complaints and resolving problems.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Demonstrated skills, abilities and knowledge of general management practices and principles in human resource management issues.
- Demonstrated “big picture” focus and the ability to bring people and processes together.
- Working knowledge of recruitment and staffing, compensation and benefits and employee and labor relations.
- Working knowledge of Department of Labor rules and regulations, OSHA regulations, and Department of Transportation rules and regulations related to record keeping.
- Strong leadership ability with the ability to act as a consultant and collaborator.
- Demonstrated leadership and flexibility in interpersonal style, and the ability to influence and persuade various groups or individuals.
- Ability to deal with sensitive, difficult or confrontational issues.
- Innovative and creative problem solving skills and ability to solve difficult problems with effective solutions.
- Excellent interpersonal skills, which include, written, verbal and listening.
- Cooperative team player and a desire to help others.
- Knowledge and application of proper telephone etiquette.
- Organized, detail and tasks oriented.
- Ability to manage many projects at a given time and meet deadlines and prioritize workload.
- Working knowledge of computer applications including desktop applications, data entry and HRIS.
- Ability to work varied shifts, which may occasionally include nights and weekends.
- Ability to travel on occasion for seminars, conventions, training, meetings, etc.

### **EDUCATION and/or EXPERIENCE:**

Bachelor's degree from four-year College or university and (2) two to (5) five years related experience and/or training, or equivalent combination of education and experience. SPHR preferred.

### **LANGUAGE SKILLS:**

- Ability to read, analyze, and interpret general business periodicals, professional journals, and technical procedures or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of employees, managers, clients, customers, and the general public.

### **MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers.

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### **REASONING ABILITY:**

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to handle and keep composure in situations where employees, clients may become hostile and demanding.
- Ability to interact, relate, and have compassion for persons with mental and/or physical disabilities and those who are less fortunate.
- Performs well under pressure.

### **CERTIFICATES, LICENSES, REGISTRATIONS:**

Valid driver's license and access to an insured vehicle.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is:

Frequently required to stand; walk; sit; use hands to finger, handle, or feel; and talk or hear.

Occasionally required to reach with hands and arms.

Regularly lifts and/or moves up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is:

Occasionally exposed to moving mechanical parts, fumes or airborne particles, and outside weather conditions.

The noise level in the work environment is usually moderate.