

# Maui Economic Opportunity, Inc.

## Job Description

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**Job Title:** Chief Administrative Officer  
**Department:** Administration  
**Reports To:** Chief Executive Officer  
**FLSA Status:** Exempt  
**Prepared Date:** November 2023  
**Updated:**  
**Pay Grade:** S53

### **SUMMARY:**

Provide leadership in developing and executing strategy in support of the overall business plan and strategic direction of the organization, specifically in the areas of contract compliance, succession planning, talent and change management, organizational and performance management, training and development, and compensation. Plan, develop, organize, implement, and coordinate policies procedures and programs related to human resources and contract compliance.

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

Regularly exercises discretion, independent judgment and decision making while performing duties and responsibilities.

- Manage the day-to-day operations of human resources and monitor and manage contract compliance.
- Develop administrative plans, strategies and policies to support the achievement of MEO's business objectives and strategic vision.
- Analyze program reports and audits and formulate improvements to departmental workings.
- Establish a sound plan of management succession throughout the organization.
- Develop, monitor and maintain a competitive compensation program that is comparable in the industry.
- Act as the agent of record overseeing the collection and analysis of various data.
- Develop comprehensive strategic recruiting and retention plan to meet the human capital needs of MEO and oversee all aspects of recruitment and job placement.
- Act as the agency's equal employment opportunity officer, responsible for compliance in recruitment, training, promotions, benefits, etc.
- Negotiate and execute contracts, leases and agreements as needed.
- Act as the Designated Employer's Representative (DER) and develop, maintain and administer the agency's substance abuse prevention program.
- Work with insurance broker to obtain benefits and other insurance quotes; secure reasonable premiums and appropriate levels of coverage.
- Oversee the administration and processing of employee benefits.
- Serve as custodian of all employee and insurance related paperwork and files.
- Establish, develop, monitor and update personnel policies and procedures manual and the employee handbook.
- Serve as the agency's privacy officer; oversees the development, implementation and management of privacy policies procedures and practices.
- Act as a resource to the agency's risk manager.
- Coordinate agency-wide health and safety trainings and ensure that training is up to date and effective.
- Oversee the processing of workers' compensation claims and reports.

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- Work closely with the Benefits Manager, adjusters and physicians instituting restricted or modified work programs and managing claims.
- Assist with reviewing and monitoring driving infractions and accidents.
- Monitor and evaluate employee incentive/recognition programs and suggests new programs.
- Responsible for all areas of employee and labor relations; act as a liaison between the union.
- Provide or coordinate and track various trainings to support staff development at every level and assist with the creation of career development plans.
- Provide coaching and counseling related to work performance and make referrals to Employee Assistance Professional (EAP) or Substance Abuse Professional (SAP) as necessary.
- Conduct investigations and recommend corrective action as necessary; ensure that corrective action is being practiced fairly and consistently within all departments.
- Represent MEO at all legal hearing and proceedings as needed.
- Work with the CFO to establish and maintain a Fiscal and HR electronic management system.
- Attend 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 a safety culture for staff and clients.
- Regular attendance.

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

Performs other duties as needed.

### **SUPERVISORY RESPONSIBILITIES:**

Responsible for the overall direction, coordination, and evaluation of the human resources department.

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

Directly supervises the HR staff.

Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; 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 organizational development, management practices and principals, human resource and administrative management.
- Demonstrated “big picture” focus and the ability to bring people and processes together.
- Knowledge of recruitment and staffing, compensation and benefits and employee and labor relations.
- Knowledge of managing a collective bargaining agreement and union negotiations.
- Understanding 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.

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- 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.
- Proficient in Microsoft Word, Excel, PowerPoint, Publisher and Gmail.
- 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. Experience working with collective bargaining agreements and union negotiations preferred. SPHR or SHRM-SCP a plus.

### **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.

### **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.

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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.