



## HR MANAGER JOB DESCRIPTION

### Summary

Provides corporate direction in human resources management including benefits, compensation, employment, training and development, human resources information systems, and employee relations. This role will develop and administer personnel policies and procedures, ensures company compliance with all relevant employment related laws, & improve retention as well as the overall employee experience.

### Primary and Essential Functions

- Employee Experience
  - Manage the HR team to assist with all people-related questions and ensure a true hands-on approach to achieve a high level of employee engagement.
  - Infuse cultural values throughout the organization and best workforce practices in collaboration with department leaders.
  - Manage effective communication to keep employees informed and up to date.
  - Develop employees' skills, career satisfaction, and the company's culture, in order to increase productivity and drive the company towards greater success.
  - Administer employee benefits programs such as; medical, dental, & vision plans, worker's compensation plans, and wellness programs. This includes conducting annual open enrollment, ACA related reporting, benefit orientations for new staff & maintaining strong relationships with vendors.
  - Comply with the provisions of COBRA, ERISA, and other legal requirements.
- Recruitment/Onboarding
  - Partner with hiring managers to determine staffing needs and develop a creative approach to finding the best talent.
  - Execute & manage the full cycle recruitment process including posting, sourcing, screening, scheduling, interviewing, negotiating offers, processing background checks, and marketing culture.
  - Create and update job descriptions.
  - Create a stellar candidate experience from application to offer and craft a positive, informative onboarding program that represents our culture.
  - Manage all onboarding documentation including filing and I-9/E-Verify process.
- Talent Management
  - Provide leadership training in all aspects of HR including effective management practices, performance management, conflict resolution, harassment & diversity and inclusion related topics.
  - Provide staff-wide training, expertise, guidance, and direction on HR related topics such as soft skills, leadership skills, compensation, benefits, & conflict resolution.
  - Identify skill gaps and employee career development needs in order to provide appropriate coaching and training.

- Plan and manage the evaluation process for employee performance results, including the salary review process as well as developing compensation benchmarks.
- Conduct and supervise investigations and make resolution recommendations to include ethics complaints, unemployment compensation claims, disciplinary issues, performance management issues, EEOC complaints, and other compliance related issues.
- Manage offboarding process by preparing employee separation notices and related documentation as well as conducting exit interviews.
- Other Responsibilities
  - Work closely with the leadership team to develop and implement various HR initiatives to support, protect, and grow the organization.
  - Understand business goals in order to recommend, create, and develop new policies and procedures to continually improve the efficiency of operations in the company. Roll out updates to all staff.
  - HRIS, ATS, & benefits software maintenance;
  - Design and monitor key metrics to evaluate the effectiveness of both the Front and Vertical Solutions HR practices.
  - Other duties and projects as assigned.

## Requirements

- High school diploma is required and a bachelor's degree in Human Resources, Business, or another relevant field is preferred.
- Minimum of 5-7 years human resource experience, preferably in the outdoor, construction or manufacturing industry.
- Excellent communication skills, including written, verbal and presentation.
- Ability to work on all levels such as repetitive administrative tasks as well as high-level strategic tasks.
- Excellent interpersonal and communication skills and the ability to deal with sensitive employment issues professionally and compassionately.
- Must be proactive, a team player with a sense of humor, and someone who is adaptable and comfortable with change, ambiguity, and working independently.
- Proficient in MS Office 365 products.
- Well-developed time management skills with the ability to manage multiple priorities.
- Ability to work autonomously and be proactive.
- Exceptional level of attention to details.
- High level of confidentiality and discretion.
- Payroll processing experience strongly preferred but not required.
- Strong written and verbal communication skills.
- Delegates responsibilities effectively.
- Must take pride in and maintain integrity in their work.
- Knowledge of Scrum process a bonus.
- Be able to collaborate and innovate as a means to create exceptional value for our members, our company, and ourselves.

*The Front Climbing Club is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, pregnancy, sexual orientation, gender identity, national origin, age, protected veteran status, or disability status.*