



Title: Human Resources Manager

Department: Human Resources

Reports to: CEO/President

Summary

This position plans, directs and coordinates all aspects of Human Resource management activities to maximize the strategic use of human resources and maintain functions such as employee compensation, recruitment, personnel policies and regulatory compliance.

Essential Functions

- Ensure compliance to all regulatory standards, employee practices and related laws, rules and standards; including EEO, policies and procedures, civil rights and other related laws and practices.
- Promote excellent staff relations and serve as a liaison between management and employees by handling questions and helping resolve work related problems. Work with managers and assist in identifying practical solutions to complex and diverse HR issues and recommend appropriate action plans. These problems and issues could include attendance, disciplinary and performance.
- Ensure compliance with current Collective Bargaining Agreement, advise managers and employees on enforcement and adherence. Work collaboratively with union representatives to resolve issues and interpret contract discrepancies.
- Work with representatives of AFSCME and TAH Attorney on issues of non-compliance and grievances.
- Participate in contract negotiation, provide information necessary to create TAH list of demands.
- Ensure all internal and external customers are receiving satisfactory service.
- Supervise Human Resource Department, setting individual and team goals, holding staff meetings, planning for organizational recognition and social events to achieve desired outcomes.
- Brief new managers on the policies and procedures of TAH as well as CBA where applicable.
- Review and revise HR policies in compliance with changing or new legislation. Review and update hospital and health services policies and procedures every two years.
- Provide monthly information such as overtime usage per department, turnover, BLS statistics, etc.
- Draft agreements with new employees for tuition forgiveness/reimbursement, sign-on bonuses, etc. Work with Accounting to attempt to collecting money owed for those employees who do not fulfill the time requirements for agreements.
- Monitor unemployment compensation claims and attend hearings.
- Furnish confidential information for appropriate surveyors, auditors and accrediting organizations, keeping administration apprised of all areas of identified weaknesses and concern.
- Review compensation information from various resources (BXT Solutions, SHRRPP, HAP and other hospitals, etc.) to ensure our rates/benefits are comparable to region
- Maintain knowledge of state and federal laws and regulations regarding employment.
- Ensure compliance in the overall maintenance and integrity of the organization's personnel files at it relates to documentation required and completeness of record.

- In conjunction with Benefits Administrator, develop and monitor annual budget and ensure revisions to benefit summary plan documents are completed as needed.
- Create and distribute monthly newsletter *The Pulse*.
- Responsible for Service Recognition program and Employee of the Quarter.
- Maintain MVRs and updated PA Driver's License information for any employees that operate TAH vehicles.

Knowledge, Skills and Abilities

- Proficiency in Microsoft Office Suite for word processing, spreadsheets, databases and presentations
- Excellent communication skills – both verbal and written
- Excellent customer service skills – over the phone and face-to-face
- Organizational skills and the ability to handle multiple tasks
- Attention to detail, good judgement, strong ethics and discretion with confidential information

Education/Experience

- Bachelor degree with education and experience in Human Resource management
- Three to five years of Human Resource management experience
- Three to five years of supervisory experience
- Knowledge of state and federal laws and regulations regarding employment practices
- Interpersonal contacts – this position requires contact with a very critical audience ranging from staff interactions to administrative audiences, relating to legal authorities, hospital administration and governmental representatives. Must be a good initiator, possess good negotiation skills and knowledge of conflict resolution.
- Demonstrate excellent and effective communication skills and demonstration of leadership qualities
- Working knowledge of labor relations, labor and employment law, employee relations and policy development
- Knowledge of principles and procedures for recruitment, selection, compensation, benefits and HRIS
- Ability to interpret statistical data and express conclusions in either written or oral form

Work Environment

Work is performed primarily indoors in a generally pleasant work area. Physical demands are primarily the ability to work in a sedentary position with occasional periods of walking or standing.

Positions Supervised

HR Specialist, Benefits Administrator