



ROCKY MOUNTAIN SER/JOBS FOR PROGRESS, INC. POSITION DESCRIPTION

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| <u>POSITION:</u> | Employee Relations and Benefits Manager |
| <u>DEPT/DIVISION:</u> | RMSE Corporate Services |
| <u>LOCATION:</u> | Pecos Administration |
| <u>WORK SCHEDULE:</u> | Monday – Friday 8:00 am to 5:00 pm (Up to 30 % of occasional overnight travel required) |
| <u>CLASSIFICATION:</u> | |
| <u>SUPERVISOR:</u> | Director of Human Resources |

POSITION SUMMARY

The Employee Relations and Benefits Manager supports HR objectives which foster a staff-oriented, high performance culture emphasizing engagement, productivity, quality and the ongoing development of a superior workforce.

This position is responsible for managing HR policies and programs with an emphasis on Employee Relations, Benefits and HR Administration, while ensuring that the organization is in full compliance with applicable laws and regulations.

DUTIES, RESPONSIBILITIES & ESSENTIAL JOB FUNCTIONS (Include but are not limited to the following)

Employee Relations

- Provides support, coaching and guidance to supervisors, managers and staff in identifying and making recommendations on staff relations issues
- Conducts complex investigations covering a wide range of issues, manages complex employee relations' issues including recommendation, implementation of corrective actions and manages the investigation process from start to finish with proper documentation and employee/management follow up
- In conjunction with HR Director implements personnel policies and procedures
- Responds to staff inquiries regarding policies, procedures and programs and promotes understanding and compliance by all staff
- Manages performance management efforts, including annual performance reviews process

- Ensure legal compliance with various governmental laws and regulations covering the areas of labor relations, OSHA, EEOC, safety, employment, wage and hour, worker's compensation, etc

Benefits Management

- Serves as the primary contact for staff benefits questions
- Responsible for the administration on benefit plans such as medical, dental, vision, disability, life, and 401(k)
- Responsible for the practical administration of applicable laws including but not limited to COBRA, ACA, HIPAA, FSA, and compliance
- Responsible for providing guidance to staff, supervisors and managers in the areas of FMLA, ADA, WC
- Responsible for the data entry of new enrollees and self-service, terminations and changes into the system and submitting forms to carriers as needed
- Explains employee benefit programs and services to staff
- Provides determination and guidance for qualifying events
- Coordinates with field operations staff to comply with all reporting requirements and benefits processing
- Resolves any issues pertaining staff inquiries in a timely, courteous and professional manner
- Provides coordination and assistance for annual open enrollment of company sponsored benefit programs

HR Administration

- Participates in company-wide HR initiatives and long-term HR planning
- Establishes and maintains department records and reports
- Effectively and efficiently fulfills all applicable reporting and compliance requirements

REQUIRED ABILITIES AND KNOWLEDGE

- Demonstrates high levels of resiliency, hardiness, self-awareness and emotional intelligence
- Has the desire and acts upon the aspiration to serve others
- Serves as a role model of RMSE's core values and supports staff via coaching and effective feedback in doing so as well
- Able and possesses the 'know how' of translating RMSE's values into HR processes and practices
- Driven to continue to improve and iterate systems and processes as opposed to settling for what is already established
- Flexibility and self-management in the face of change and business pressures with the ability to work in a high volume, fast paced environment with changing priorities
- Knowledge of Human Resources practices (e.g. benefits, HRIS, legal compliance)

- Understanding of employment law and legislation
- Maintain the highest degree of confidentiality
- Ability to drive programs independently from initiation to completion
- Skilled in areas of problem solving, coaching, and conflict resolution
- Experience coaching staff, supervisors and managers through underperformance, interpersonal conflict, and other issues
- Accomplished in managing and improving relationships at all levels of the organization (management, staff, etc) and operating in a diverse organizational culture
- Positive and professional demeanor is required as well as the ability to work well with others
- Able to inspire confidence and trust amongst the staff through effective leadership and coaching
- Constantly share information in order to drive clarity of expectations
- Delivers customer service, promotes safety of the workforce, continued development in creating high achieving staff
- Strong leadership, relationship building, problem solving, and influence skills

REQUIRED TECHNICAL QUALIFICATIONS

- High school education or GED equivalent
- 4-6 years of experience in Human Resources
- Knowledge of Human Resources practices (i.e. benefits, HRIS, legal compliance)
- Understanding of federal, state and local employment law and legislation
- Extensive knowledge of COBRA, ACA, HIPAA, FLSA, IRCA in addition to FMLA, ADA, WC
- Proficiency in Microsoft Outlook, MS Excel, MS Word
- Experience with Google products (i.e. Chrome, Gmail)

PREFERRED QUALIFICATIONS and SKILLS

- Bachelor's degree in business or human resources management or equivalent
- Bilingual English/Spanish (speaking/reading/writing)
- Training in nonviolent communication and conflict transformation

REQUIRED LICENSES and CERTIFICATIONS

- PHR, SPHR or SPHR-CP certification a plus

NON-TECHNICAL REQUIREMENTS and WORK ENVIRONMENT

- Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment
- Requires normal range of hearing and vision to record, prepare and communicate appropriate reports

- General office environment with ability to sit for long periods of time and ability to move about an office
- Must occasionally lift and/or move up to 25 pounds
- Ability to concentrate and focus on time sensitive and confidential projects while being able to shift focus to more pressing matters as need arise
- Ability to read and comprehend simple instructions, short correspondence, and memos
- Ability to write simple and complex correspondence
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs
- Ability to apply understanding to carry out detailed, but uninvolved written or oral instructions
- Ability to deal with problems involving a few concrete variables in standardized situations
- While performing the duties of this job, the employee is frequently required to sit, stand, walk, use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; and talk or hear
- The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus
- The noise level in the work environment is usually moderate
- Ability to travel up to 30% of time
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

This job description is a general description of essential functions. 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. This description is not intended as an employment contract. It is not intended to describe all duties that someone in this position may perform. All employees of Rocky Mountain SER/Jobs for Progress, Inc. are expected to perform tasks as assigned by management regardless of job title or routine job duties.