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Position Posting – September 2022 Director of Human Resources

Charlotte Center for Legal Advocacy, non-profit provider of civil legal assistance in civil matters to low-income persons in Charlotte and Western North Carolina, seeks a full-time Director of Human Resources to promote and implement human resources values through successful execution of role responsibilities, creativity, and management of human resources programs. More information about the Advocacy Center can be found on its web page, www.charlottelegaladvocacy.org.

Job Type: Full-time
Department: Human Resources
Reports to: Chief Executive Officer
FLSA Status: Exempt

Job Summary:

Under limited supervision, the Director of Human Resources is responsible for planning and implementing strategic objectives for development of human resources and the overall management of human resources activities such as policy development, compliance, recruitment, compensation and classification, recognition, benefits administration, employee relations, conflict resolution, training and development, and performance management. This highly visible position will embrace our mission and vision and help create an environment that helps the mission and vision permeate through all levels of the organization.

Supervisory Responsibilities:

- Recruits, interviews, hires, and trains new staff in department.
- Oversees the daily workflow of the department.
- Ensures constructive and timely performance evaluations for all employees.
- Handles and/or facilitates discipline and termination of employees in accordance with company policy and management discretion.

Duties/Responsibilities, including but not limited to:

- Staffing/Recruitment: Identifies, recruits, and recommends candidates for all positions. Oversee the maintenance of accurate and up-to-date personnel files for all employees. Ensures that company hiring standards, laws, and applicable regulations are followed in the application, hiring, and selection process.
 - Works with individual departments to anticipate and plan for upcoming staffing needs and related budgets.
 - Identifies and documents the essential job functions for all positions.
 - Establishes and maintains relationships with local recruiting sources, colleges/universities, and outreach agencies for recruitment purposes, and represents the brand and values into the community.
 - Screens and interview applicants, coordinates background

- checks/references, and processes applicable paperwork.
 - Partners with department managers to complete the interview process and extends employment offers.
 - Facilitates the resolution of employee relations issues, including moderating internal disputes, initiating and administering disciplinary procedures, up to and including terminations.
- Employee Relations: Identifies employee relations practices necessary to establish a positive employment relationship and promote a high level of employee morale and motivation.
 - Develops, implements, and monitors corrective action policies and procedures to ensure fairness and consistency. Provides training for supervisors regarding the importance of documentation.
 - Conducts formal and informal investigations into employee concerns.
 - Serves as a link between management and employees by handling questions, interpreting and administering contracts, and helping resolve work-related problems.
 - Facilitates performance management through design, implementation, and evaluation of a comprehensive performance management system to support a performance culture.
 - Advises managers on organizational policy matters, such as equal employment opportunity and anti-sexual harassment, and recommends needed changes.
 - Represents organization at personnel-related hearings and investigations.
 - Conducts employee satisfaction surveys by establishing a system to evaluate the internal environment, external influences, and overall job satisfaction.
- Onboarding: Designs and ensures a new employee onboarding experience that tracks from the first impression of when the job was posted through the hiring process and then 3-6 months into their employment, with the goal of ensuring high standards of recruitment and high levels of retention.
 - Ensures new employees are added to payroll system and files created and maintained in accordance with law and best practices.
 - Maintains employee I-9 information, including re-certifying credentials and using E-Verify or any facet of this process as part of onboarding with identified payroll provider, currently Proliant.
- Exit Procedures: Develops and implements the exit process, including unemployment insurance claim response as well as offboarding benefits including COBRA.
- Compensation: Partners with management to establish and maintain the company wage and salary structure.
- Benefits: Manages the benefits administration piece for all employees. Ensures employees are correctly added and deleted in a timely manner. Leads the development of benefit orientations and other benefits training, including enrollment.
- Training and Development: Defines HR training programs in conjunction with established guidelines and available resources. Facilitates effective training and development programs for employees
 - Establishes training/career paths for various career objectives. Identifies potential leaders within the organization and recommends growth opportunities.
- Safety: Maintains incident reports, incident logs, and complies with OSHA reporting requirements. Coordinates workers compensation claims with insurer.

- Provides support for safety initiatives and ensures that safety is reviewed with staff on a monthly basis.
- **Payroll:** Serves as check and balance for reviewing payroll for accuracy and monthly payroll accruals.
- **Other:** Liaises between departments or other groups to improve function or communication. Advises on legal or regulatory compliance matters. Performs other duties as required within the scope of responsibilities.

Education and Experience Requirements:

- A Bachelor's degree in HR or related field with a minimum of 5-7 years of HR experience as a generalist working in a small to mid-sized organization; or equivalent combination of education and experience.
- Experience at the exempt level and in each of the functional areas mentioned above.
- Must be well-versed in current federal, state, and local laws, and have direct experience with EEO, ACA, ADA, FMLA, WC, HIPAA, FLSA, OSHA, ADEA, unemployment insurance, etc.
- Experience working with a non-profit is strongly preferred.

Licenses and Certifications:

- Prefer certification as a SPHR or SHRM-CP or must be willing to acquire certification within a year of employment. Must possess a valid driver's license.

Language skills:

- Ability to exercise excellent communication, presentation, organization, time management, and listening skills. Excellent writing skills are required.

Mathematical Skills:

- Possess excellent math skills and be proficient in Microsoft Office Suite of products.

Reasoning Ability:

- Ability to assess situations rationally by applying logic based on new or existing information when making a decision or solving a problem.

Physical Requirements:

- The physical demands described here are representative of those that must be met by any 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 regularly required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds and be able to work in a standing position for long periods of time (up to 5 hours) with the ability to sit for prolonged periods of time.

Salary and Benefits

- Salary: \$110,000 to \$120,000
- Benefits: comprehensive and generous benefits package

Applying:

Interested applicants should send a resume and cover letter to Kirsten.morris@charlottelegaladvocacy.org

We prohibit discrimination on the basis of race, color, gender, age, religion, national origin, sexual orientation, gender identity or expression, disability, veteran status or any other legal protected status. Reasonable accommodations will be provided. Note: This job description is not intended to be all-inclusive. Employees may perform other related duties as required to meet the ongoing needs of the Advocacy Center.