**Nationalities Service Center – Job Announcement**

**Human Resources Manager**

**Position Summary**

In May of 2019, NSC’s Board of Directors approved a new set of strategic priorities to guide the agency towards well-considered growth and a dynamic and thriving work culture over the next 3-5 years and beyond. As such, the strategic priority entitled “Make it a Great Place to Work” speaks to the need to improve upon systems, processes and to affect a culture change, which will heighten the focus on the needs of our staff. The establishment of the Manager of Human Resources position is part of this executive priority as we are looking for a candidate that can champion the needs of our staff and help support them through the challenging work environment in which they operate.

The Human Resources Manager is responsible for managing human resources services and programs for 50+ employees, in the area of recruitment and employment, benefits administration, employee relations, payroll process, unemployment compensation, workers’ compensation, and general human resources operations. Reporting to the Director of Business Operations, the HR Manager will contribute to the development and improvement of employee morale and effectiveness through the implementation of human resources services and programs.

**Primary Responsibilities:**

I Recruitment and Employment

1. Enhance current procedures by developing uniform process throughout the agency. Administer/manage recruitment efforts and onboarding process of employees to include writing and posting announcements, working with directors/managers to screen and interview candidates; conducts new-employee orientations etc.
2. Support new hire orientation, including creation of employee emails and managing new hire documents.
3. Maintain recruitment related reports such as job openings list, applicant tracking, new hire log and turnover reports.
4. Maintains department records and reports. Maintains organizational charts, employee directory, and office procedures manual.

II Benefits Administration

1. Process the agency payroll per established procedures through ADP Workforce Now.
2. Performs benefits administration to include claims resolution, change reporting, approving invoices for payment, and communicating benefit information to employees.
3. Audits benefits plans to ensure accurate billing. Resolve discrepancies with vendors and payroll.
4. Counsels employees on benefits and leave programs.
5. Acts as a liaison between employees and benefit vendors to promptly resolve claim issues.

III Employee Relations

1. Oversees the paid time off program and implements policy changes as necessary.
2. Maintain/manage generate employee reports through ADP Workforce Now.
3. Maintain/update all HR forms, policies, employee files and employee handbook.
4. Responsible for organizing HR events including all staff meetings, and professional development.
5. Process workers’ compensation claims
6. Overseeing exit interviews and maintaining metrics.

**Non-Essential Functions:**

1. Adheres to NSC’s confidentiality guidelines and ensures the appropriate handling of sensitive information.
2. Facilitates and attends relevant staff meetings and Strategic Planning sessions to promote communication and execution of goals.
3. Completes special projects specific to the function of the department or as needed for NSC as directed by the Executive Director and Director of Business Operations.
4. Other duties as assigned within the scope of position expectations.

**Education:**

Bachelor’s degree in Human Resources, Business, or a related field. PHR preferred.

**Experience/Skills:**

Minimum of 2 years of experience in HR generalist capacity

Effective oral and written communication skills

Ability to work in a confidential environment

Experience working in a non-profit preferred

Self-starter with high level of organizational skills, the ability to independently organize and prioritize workload

Ability to relate to and connect with a diverse employee population

Computer literacy with proficiency in MS Office Suite. Experience with ADP Workforce Now preferred.

Working knowledge of efficient office systems and procedures

**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.

1. While performing the duties of this job, the employee will frequently stand; walk; sit; use hands to finger, handle, or feel objects, tools or equipment; reach with hands and arms; balance; talk or hear. The employee will occasionally climb stairs; stoop; kneel; crouch or crawl; taste or smell.
2. The employee must occasionally lift and/or move up to 25 pounds.
3. Operate general office equipment with frequent work at a computer workstation.
4. Specific vision abilities required by the job include frequent reading and close vision; distance vision; color vision; peripheral vision; depth perception; and the ability to adjust focus.

### Work Environment

The work environment characteristics 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.

1. The noise level in the work environment is moderate.
2. Although work is primarily indoors, you may be required to travel outside to community, business partner, and social service locations.
3. Position may require occasional trips to attend conferences seminars, and meetings.
4. Work outside of traditional work hours may be necessary based on operational and agency needs.

Nothing in this position description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

**How to Apply**

Application deadline is **August 15, 2019**. Please email detailed letter of interest and résumé to [jobs@nscphila.org](mailto:jobs@nscphila.org). Please no phone calls.

NSC does not discriminate in employment because of age, sex, race, religion, national origin, and sexual orientation or for any reason not relevant to the qualifications of the position.