Title: Director of Human Resources  
Grade: 10

Reports To: Chief Operating Officer  
FLSA Status: Exempt

Supervises: Human Resources  
Date Written: 5/18/2020  
Date Revised:

POSITION SUMMARY

The Director of Human Resources reports to the Chief Operating Officer and leads the organization’s Human Resources (HR) functions to ensure that the organization’s practices meet regulatory standards and nonprofit best practices, as well as align with the mission of CASL and its strategic priority to become an “employer of choice”. The Director of Human Resources is an integral position within the organization that will collaborate with managers of different departments as well as lead the organization’s workforce of approximately 500. The Director of Human Resources oversees and/or manages human resource systems, employee relations, compliance and regulations, manages budgets, assesses staffing needs, hiring employees, designing training programs, and developing compensation plans. This position is also responsible for working with the Board of Director’s Human Resource Committee.

DUTIES AND RESPONSIBILITIES

- Takes a leadership role in developing and inspiring a culture that enables employees to perform in accordance to CASL’s objectives.
- Oversees and manages the work of reporting Human Resources staff. Encourages the ongoing development of the Human Resources staff.
- Monitors administration to established standards and procedures. Identifies opportunities for improvement and resolves any discrepancies.
- Leads company compliance with all existing governmental and labor legal and government reporting requirements including any related to the Equal Employment Opportunity (EEO), the Americans With Disabilities Act (ADA), the Family and Medical Leave Act (FMLA), Employee Retirement Income Security Act (ERISA), the Department of Labor, worker compensation, the Occupational Safety and Health Administration (OSHA), and so forth. Maintains minimal company exposure to lawsuits.
- Provides strategy and consultation to management on department planning, raining and development, and labor relations.
- Provide review, analysis and strategy on agency-wide compensation and benefits to ensure CASL’s competitiveness in the market
- Selects and supervises Human Resources consultants, attorneys, and training specialists, and coordinates company use of insurance brokers, insurance carriers, pension administrators, and other outside sources.
- Directs the preparation and maintenance of such reports as are necessary to carry out the functions and strategy of the department. Prepares periodic reports for management, as necessary or requested, to track strategic goal accomplishment.
- Exerts a substantial influence on the effectiveness of the organization’s client relations; acts to insure that the qualifications of professional client staff are appropriate.
- Manages employee communication and feedback through such avenues as all-staff meetings, suggestion programs, employee satisfaction surveys, employee focus groups, one-on-one meetings, and Intranet use.
- Determines and recommends employee relations practices necessary to establish a positive employer-employee relationship and promote a high level of employee morale and motivation.
- Develops and implements strategies, training programs and coaching to ensure managers are skilled in leading teams, building high engagement and effectively leading diverse teams.
- Directs the preparation of information requested or required for compliance with laws. Approves all information submitted. Serves as the primary contact with the company employment law attorney and outside government agencies.
- Conducts investigations when employee complaints or concerns are brought forth.
- Monitors and advises managers and supervisors in the progressive discipline system of the company. Monitors the implementation of a performance improvement process with non-performing employees.
- Works with the Chief Operating Officer to coordinate development of the organization’s long and short terms strategic plan drawing together input from both Board and staff. Performs lead staff work in preparation of departmental and organization-wide operating plans including all review processes associated with them.
- Develops and maintains appropriate contacts in areas of responsibilities in both the public and private sectors.
- Participates in executive, management, and company staff meetings and attends other meetings and seminars.
- Develops and advises and organization human resource policies and practices with the COO and HR Board Committee.
- Keeps the CEO, COO and the executive team informed of significant problems that jeopardize the achievement of company goals, and those that are not being addressed adequately at the line management level.
- Leads the implementation of the performance management system that includes performance development plans (PDPs) and employee development programs.
- Establishes an in-house employee training system that addresses company training needs including training needs assessment, new employee orientation or onboarding, management development, production cross-training, the measurement of training impact, and training transfer.
- Maintains knowledge of industry trends and employment legislation and communicates changes in CASL’s personnel policies, procedures and ensures compliance is followed.
- Approves administrative personnel actions.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.
MINIMUM REQUIREMENTS

Education/Experience:
- Bachelor’s Degree in Human Resources, Administration or related field required, with a Master's Degree preferred.
- Current SPHR Certification required.
- Three years’ experience in Payroll/HRIS systems.
- Minimum 10 years’ progressive Human Resources experience.

Skills/Knowledge:
- Ability to speak and write fluent English. Familiarity or fluency in Mandarin and/or Cantonese a plus.
- Knowledge of computer skills, such as Microsoft Word, Excel, PowerPoint, G-suite required.
- Strategic and operational planning experience preferred.

Physical Demands:
- Walking throughout the building several times per day.
- Occasionally having to lift and/or move objects weighing approximately 30 pounds.

Environment and Scheduling:
- Work is performed during standard business hours, Monday through Friday, in an administrative office setting.
- Individual must be flexible and available to work additional hours as necessary.

CASL is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, ethnic or national origin, or any other status protected by State and Federal Law.