TITLE: Chief Human Resources Officer  
CLASSIFICATION: Full-time/Exempt/Benefit Eligible  
SUPERVISOR: President and CEO

JOB QUALIFICATIONS:
- Bachelor’s degree in Human Resources or related field with 5 years of experience preferred or 10 years of equivalent experience
- PHR/SPHR or SHRM-CP/SHRM-SCP certification
- Superior problem solving and conflict management skills
- Proven leadership and management skills
- Ability to maintain the highest level of confidentiality
- Strong analytical abilities and interpersonal skills
- Ability to read, analyze, and interpret technical journals, regulations, and legal documents pertaining to human resources
- An understanding of human resource laws to include FLSA, FMLA, ADA, HIPAA, EEOC, Workers Compensation, Unemployment, and other state and local laws
- Knowledge of employee benefits, performance management, and recruitment
- Excellent organizational skills and impeccable attention to detail
- Ability to work and interact well with individuals (staff and volunteers) from a variety of socioeconomic backgrounds in a culturally diverse environment
- Excellent written and oral communication skills
- Ability to respond to common inquiries or complaints from employees, regulatory agencies, or management
- Experienced public speaker and knowledge of employee training and development
- Computer literate to include Microsoft Word, Outlook, and Excel

DUTIES:
1. Direct the activities of Human Resources Department in accordance with Food Bank policies and objectives. Ensure the availability of competent, qualified personnel for key positions with The Food Bank. Ensure company compliance with FMLA, ADA, HIPAA, FLSA EEOC, and other federal, state, and local laws
2. Serve as a member of The Food Bank Executive Team. Assist in developing short and long term objectives, goals, and strategies for the organization. Administer operational plans, policies, and goals which further strategic objectives. Uphold and practice TFB core values of respect, integrity, stewardship, and compassion.
3. Serve as a liaison between The Food Bank Executive Team and Leadership Team comprised of mid-level managers.
4. Ensure sound working relationships with The Food Bank customers, governmental bodies, key staff of important vendors, outside services, and the general public.
5. Manage the recruiting and selection activities of The Food Bank by working with hiring managers to craft job descriptions and develop recruitment strategy; post job
announcements/advertisements. Ensure that all applications, drug tests, and background check authorizations are complete and run post-hire background checks, and drug tests

6. Create and conduct a standard orientation process for new employees that will ensure they have the knowledge needed to be successful in their positions

7. Process separating employees, including provision and explanation of COBRA information, and respond to Unemployment Insurance claims

8. Administer FMLA and other leaves of absence

9. Manage performance evaluation process and ensure completion of all relevant documents

10. Identify, secure and/or facilitate training for groups and individuals including but not limited to sexual harassment and diversity, equity, and inclusion

11. Communicate and facilitate understanding of Food Bank personnel policies through handbooks, meetings, email messages, and other forms of communication

12. Handle employee relations issues, including discipline, and complaint procedures

13. Represent the organization at personnel-related hearings and investigations

14. Manage the HR database system and maintain data and documents for all human resources-related activities and reports

15. Maintain and update employee handbook

16. Maintain working knowledge of federal and state employment laws, wage, and hour laws, as well as current human resources practices

17. Manage all aspects of the worker’s compensation program. Develop and implement processes and procedures to achieve cost constraint. Responsibilities include claim resolution opportunities, settlements, denials, and litigation management; managing the insurance carrier to ensure effective administration of the program; and providing consultation regarding claims matters to managers and employees. Conduct training when applicable. Gather information for all accidents and injuries to staff, volunteers, and visitors

18. Process bi-weekly payroll working closely with CFO

19. Primary for employee benefits administration to include liaison between The Food Bank and various insurance companies and HM Risks for these benefits

20. Respond to third-party reference checks on current and past employees

21. Maintain US Department of Transportation clearinghouse

OTHER DUTIES AS ASSIGNED

WORK AT ALL TIMES TO KEEP THE IMAGE OF THE FOOD BANK A POSITIVE ONE IN THE PUBLIC VIEW

I have read, understand and am able to perform all the tasks required of the position described herein, with_____ or without_____ accommodation (please check one).

Signature:_____________________________________________ Date:_________________