Human Resources Manager

Summary: The Human Resources Manager at the Amherst Survival Center plays a pivotal role in aligning HR strategy with organizational goals and ensuring the engagement, effectiveness, and well-being of our ~15 dedicated employees. This half-time position is the sole dedicated HR professional within our organization, working in conjunction with leadership and administrative staff. The HR Manager is responsible for both strategic HR leadership and hands-on HR responsibilities, including benefits administration, record-keeping, onboarding, compliance, and employee relations.

Hours/Classification: This is a half-time (20 hours), non-exempt position.

Schedule: Schedule to be determined with candidate, generally weekdays, must include Wednesdays. Occasional additional evening/weekend hours for meetings or special events. This role works primarily onsite, with some remote hours considered for the right candidate.

Direct Report: The HR Manager reports to the Executive Director.

Essential Duties and Responsibilities:

HR Strategy and Leadership:
- Work closely with the Executive Director to shape HR strategy in line with organizational objectives.
- Develop and implement HR policies and procedures to promote a positive, effective, and engaged workplace culture.
- Analyze trends in compensation and benefits and make recommendations accordingly.
- Coordinate HR related Justice, Equity, Diversity, and Inclusion work, in accordance with the organizational strategic plan and established and emerging JEDI priorities.

Administration & Compliance:
- Maintain accurate and up-to-date employee records, including personnel files.
- Ensure compliance with federal and state employment laws and regulations.
- Manage employee benefits enrollment and administration, including health insurance, retirement plans, and other employee benefits.
- Serve as the primary point of contact for employees regarding benefits-related inquiries, and ensure that employees have necessary information regarding benefit decisions and access.
- Manage workers’ compensation claims, unemployment claims, verification of employment, etc.
- Manage leaves of absence including MAPFML, short- and long-term disability, and employer provided leaves.
- Ensure effective, compliant, and compassionate engagement on all ADA matters including requests for reasonable accommodations.
• Oversee the processing of payroll by a third-party processor, ensuring accuracy and timeliness. Address payroll-related inquiries and issues.
• Manage compensation structures and salary adjustments in accordance with established guidelines. Conduct total compensation benchmarking as needed.
• Review and update the Employee Handbook annually.

Employee Relations and Engagement
• Lead the hiring and onboarding process for new employees, including recruitment, selection, orientation, and training. Ensure recruitment and selection process follows best practices for equity in hiring.
• Identify training needs and develop or coordinate training programs to enhance employee skills and development.
• Act as the primary HR point of contact for employees, addressing their concerns and providing guidance on HR-related matters.
• Provide support and guidance to management regarding employee relations, engagement, and HR best-practice. Oversee disciplinary meetings, terminations, and investigations in collaboration with supervisors and/or Executive Director.
• Promote a culture of open communication and trust within the organization.
• Conduct exit interviews and facilitate the offboarding process for departing employees.

Additional responsibilities:
• Participate actively in full staff meetings, leadership team meetings, and supervision meetings.
• Represent the Amherst Survival Center with community stakeholders as assigned.
• Demonstrate professionalism at all times, both verbally and in writing when representing the Amherst Survival Center, including appreciating and supporting those you work with, showing respect to all ASC participants, demonstrating professional conduct, acting with honesty and fairness in all of your dealings with others, proactively addressing conflict in the Center as it arises.
• Approach your work with an attitude of continuous improvement. This involves continually examining processes to discover and eliminate problems in order to enhance organizational effectiveness.
• Play an active role as part of the Amherst Survival Center team to develop organizational structures and policies, and ensure all program areas fulfill the Center’s mission, including playing an active role in the Center’s justice, equity, diversity, and inclusion efforts. Participate in intentional learning opportunities, including a focus on understanding and dismantling institutional racism and building cultural competency.
• Other reasonable duties as assigned Executive Director or designee.

Working Conditions: The Center is a fast-paced environment which can be crowded and noisy. Position primarily works indoors, with occasional outdoor exposure. Role includes primarily desk activities, including frequent reading (print and electronic), writing, typing, talking on the telephone, and talking in person. Some lifting and carrying of up to 20 pounds required when transporting materials.

Qualifications:
Required Qualifications:

- Minimum 3 years of Human Resources experience (additional preferred).
- Strong and up to date knowledge of employment laws, regulations, and best practices.
- Impeccable track record of integrity, professionalism, confidentiality, and professional discretion.
- Demonstrated effectiveness building strong and trusting relationships across the organization, furthering organizational HR goals, and managing risk.
- Demonstrated commitment to approaching HR with a justice, equity, diversity, and inclusion lens.
- Excellent verbal and written communication skills.
- Exceptional interpersonal, negotiation, and conflict resolution skills.
- Ability to manage and prioritize multiple long- and short-term projects, tasks, and urgent needs.
- Strong analytical, research, and problem-solving skills.
- Detail-oriented with strong organizational skills.
- Ability to work independently and collaboratively in a small team environment.
- Proficiency with email, internet and Microsoft Office Suite.
- Strong appreciation for ASC’s mission and values. Commitment to working with and supporting all members of the Amherst Survival Center community.

Preferred Qualifications:

- 5-10+ years of Human Resources experience.
- 2-5+ years Human Resources experience in a management level or higher, including advising senior leadership or executive teams.
- Advanced degree in Human Resources or SHRM-CP/SHRM-SCP certification.
- Prior experience and success working in growing organizations, improving employee retention, building HR systems, and furthering justice, equity, diversity and inclusion goals.
- Prior HR experience in a non-profit, direct service, human services or similar environment.
- Preference for candidates who bring additional skills, capacity, and perspective that strengthen our ability to meet our mission such as: language proficiency in addition to English; lived experience with food insecurity; racial, cultural, and ethnic diversity; community engagement; experience working on food justice issues; experience working within organizations on diversity, equity, and inclusion; collaborative leadership, and/or other relevant skills.

Language Proficiency:

- Fluency (written and verbal) in English required.
- While working proficiency in additional languages is not a qualification for this role, the Amherst Survival Center does offer a bilingual differential for employees with professional proficiency/fluency in Spanish, Mandarin, Portuguese, or other priority languages.

The Amherst Survival Center is an equal opportunity employer. We are committed to racial equity and social justice and make a particular effort to recruit people of color to apply for open positions. We employ the best qualified individuals without regard to race, color, religion/religious creed, national origin, ancestry, age, genetic information, sex, gender identity or expression, sexual orientation, disability or military status.