

JOB DESCRIPTION

HUMAN RESOURCES MANAGER

ADOPTED: April 27, 2021

REPORTS TO

This position is part of the Administrative Support Staff and as such they will report directly to the Monroe County Control Center (MCCC) 9-1-1 Director of Communications and in their absence the Chairman of the Board of Directors.

JOB SUMMARY

The Human Resources Manager provides management-level leadership and guidance to the Agency's HR functions, in addition to performing all of the day-to-day HR functions. The Human Resources Manager is responsible for talent acquisition, diversity initiatives, internal staffing, on-boarding, conditions of employment, retention of staff, benefits, health management programming, performance appraisals, and setting, enforcing, and evaluating legally compliant human resources policies, procedures, and best practices.

ESSENTIAL DUTIES / RESPONSIBILITIES

- Collaborates with the 9-1-1 Director and Board of Directors to define the organizations long-term goals; identifies ways to support this mission through talent management.
- Manages all aspects of annual open enrollment for health benefits.
- Administers employee health, welfare and retirement plans, which include: a pension plan through the Pennsylvania Municipal Retirement System ("PMRS") 401K Retirement Plan, medical/dental insurance, short and long-term disability insurance, workers' compensation, leaves of absence.
- Acts as liaison between employees and insurance provider(s) to resolve benefit-related problems and ensure the effective utilization of plans and positive employee relations.
- Researches, develops, and implements competitive compensation, benefits, performance appraisal, and employee incentive programs.
- Handles all aspects of payroll, including maintaining proper record-keeping.
- Responds to employee relations issues such as employee complaints and harassment allegations, and conducts investigations accordingly.
- Works collaboratively with Agency's labor counsel on personnel matters, including all disciplinary and termination matters in accordance with Agency policy.
- Manages, tracks, and maintains the confidentiality of all Agency disciplinary matters.
- Maintains all employee personnel files and medical files - ensuring the security and confidentiality of same.



100 Gypsum Rd., Suite 201
Stroudsburg, PA. 18360

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- Provides constructive and timely performance evaluations.
 - Provides resolution of human resource, compensation, and benefits questions, concerns, and issues.
 - Maintains knowledge of laws, regulations, and best practices in employment law and human resources.
 - Ensures compliance with employment laws, benefits, insurance, safety, and other laws, regulations, and requirements.
 - Provides input into the Agency's budget planning related to HR staffing and needs.
 - Maintains appropriate record-keeping to ensure compliance with federal and state laws and regulations.
 - Manages and handles the hiring process, including writing job descriptions, placing advertisements, coordinating interviews and participating in the selection process.
 - Maintains an up-to-date Employee Handbook.
 - Assists in Agency and staff training and development efforts.
 - Coordinates the handling of unemployment compensation matters.
 - Assists with collective bargaining negotiations and record-keeping of same.
 - Ensures compliance with I-9 Employment Eligibility Verification; periodically audits Form I-9.
 - Participates in professional development and networking conferences and events.
 - Conducts exit interviews to determine reason(s) for separation.
 - Performs other duties as assigned.

REQUIRED EDUCATION, EXPERIENCE AND SKILLS

- Bachelor's degree in Human Resources, Business Administration, or related field required (Master's degree preferred).
- At least five years of verifiable human resource experience.
- Excellent verbal and written communication skills.
- Excellent interpersonal and conflict resolution skills.
- Excellent organizational skills and attention to detail.
- Strong decision-making skills and ability to prioritize work duties.
- Excellent talent recognition skills.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.
- Knowledgeable about bargaining units, collective bargaining agreements and PA labor laws.

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- Familiar with COBRA, ERISA, FMLA, FLSA, ADA, ADEA, Title VII of the Civil Rights Act of 1964, FCRA, Wage Payment and Collection Law, Pa Minimum Wage Act, as well as all other federal and state employment laws.
 - Knowledge of and experience with varied human resource information systems.
 - Proficient with, but not limited to the following software programs: Microsoft Suites; Word, Excel, Access database, and the ADP payroll system, as well as “Quick Books”.
 - SHRM-CP or SHRM-SCP strongly preferred.

PREFERRED MINIMUM QUALIFICATIONS

AGE: Applicants must be twenty-one (21) years of age at the time of appointment.

BACKGROUND INVESTIGATION

The employee will be required to maintain a clear Criminal History or at minimum a Criminal History without Significant Conviction. The Commonwealth Law Enforcement Assistance Network (CLEAN) sets forth rules and regulations for employment in Criminal Justice Agencies. As a Criminal Justice Agency, we are bound by CLEAN’s definition of “Significant Conviction”, therefore the terms and conditions of a criminal history check, are non-negotiable.

Criminal Justice Security Awareness Training:

Applicants are required to successfully maintain the security awareness training as regulated by the Pennsylvania State Police Criminal Justice section.

Criminal Background Clearance Requirements:

The Pennsylvania State Police have established rules and regulations with respect to the utilization of the criminal justice computer infrastructure. As such, their rules definitively influence the overall employment process, hiring, as well as being the “just cause” for termination of employees that work at the Monroe County Control Center. An employee’s career could be shortened if there is a violation of any of their rules and/or regulations.

“Significant conviction” records are defined as:

- Conviction or under indictment for any felony.
- Conviction for any misdemeanor one (1).

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- Conviction and incarceration for any misdemeanors within the last ten (10) years.
 - Conviction for any computer crime.

Misdemeanor and felony are used in this policy; refer to felony and misdemeanor under the laws of Pennsylvania and the laws of any other State or Federal law.

Any employee, arrested under the auspices of significant conviction records as listed above, will be immediately suspended and remain suspended until the charges are disposed of in court. The employee will be terminated for a conviction of any violation listed above.

SECURITY AND CONFIDENTIALITY

Because of the nature of the position the employee must keep all personnel matters confidential not only inside the agency but also outside the agency. There are State and Federal regulations which prohibit the disclosure of personal information as it pertains to an employee as well as any health matters, such as the “HIPPA”; “Health Insurance Portability and Accountability Act”

DRUG/ALCOHOL/COVID-19 SCREEN

A post offer drug/alcohol/COVID-19 screen is a requirement for employment. Failure to successfully pass the drug/alcohol/COVID-19 screen will be cause for the offer to be rescinded. Employees are subject to random drug/alcohol/COVID-19 screenings through the duration of their employment with the Monroe County Control Center. If an employee fails to pass the drug/alcohol screening, then this shall become grounds for discipline up to and including immediate termination.

MANDATORY TRAINING

Must maintain annual certifications in First Aid, CPR (Cardio Pulmonary Resuscitation).

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of the geography, highway, and street systems in boroughs and townships, within the County of Monroe-Pennsylvania.

Effective communication skills, including active listening, clarity of speech, verbal and written communication, i.e. “interpersonal communication skills”. Must be able to speak clearly and distinctly over electronic media.

Effective computer skills and a level of proficiency necessary to perform data entry from

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written, audible, or other sources, quickly and accurately.

Accurately type not less than thirty-five (35) words per minute.

Ability to read, write, speak, understand and communicate in English to perform the duties of this position.

TOOLS AND EQUIPMENT

Personal computer, keyboard and mouse, basic Microsoft “Office Suite” software and hardware, TTY transmission equipment, telephone, cell phone, fax machine, copy machine.

PHYSICAL REQUIREMENTS:

The employee is subject to prolonged periods of sitting at a desk and working on a computer. While performing the duties of this job, the employee is frequently required to stand, walk and talk or hear. The employee is occasionally required to use hands to, handle or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell.

The employee must occasionally lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

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.

WORK ENVIRONMENT

Prolonged periods of standing, bending, sitting kneeling. Work in confined/restricted working environments. Conform to all safety rules which include but are not limited to wearing and using all appropriate safety equipment.

WORKING CONDITIONS

Will work as the needs of the operation require. Normal work days and hours are Monday through Friday, 8am till 4pm however, there will be times when the HR Manager



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will need to come in on “off hours” or “off days” to meet with employees, who work shift work, days and hours other than the normal Monday through Friday 8am till 4pm.

SELECTION GUIDELINES

Formal application, rating of education and experience, oral interview and reference check as well as job related tests might be required.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

FLSA STATUS

This is a salaried, exempt position as defined under the Fair Labor Standards Act.

INCUMBENT’S ACKNOWLEDGEMENT: My signature below acknowledges that I have received a copy of my job description and that I understand my continued employment is dependent upon my continuous successful performance of all the duties of this position as noted in this document.

Employee’s Signature

Date

Employee’s Name Printed