

JOB TITLE: Human Resources Manager
CLASS: Management
CATEGORY: At-will
STATUS: Full Time, Exempt
BENEFITS: Eligible
REPORTS TO: Senior Management Team
LAST UPDATED: December 20, 2012



JOB SUMMARY:

This position ensures the efficient and effective delivery of administrative, technological, and fiscal tasks and services for the human resources function at Free Geek.

DETAILED ESSENTIAL RESPONSIBILITIES:

- Coordinates the on-boarding, training and professional development processes for the organization.
- Coordinates the organization's internship programs.
- Partners with senior management and the Board regarding process improvement, service levels and customer service initiatives; labor-management relations and employee relations; and fulfillment of the job skills aspect of the organization's mission.
- Collaborates with hiring managers and the Board in managing search processes, including any pre-employment testing, to optimize the environment, process and validity of outcomes.
- Collaborates with managers and the Board in managing formal and informal performance evaluation, performance improvement and disciplinary procedures.
- Collaborates with managers and the Board in ensuring that an appropriate and consistent level of customer service is delivered across the organization.
- Manages technology issues and vendor relationships associated with human resources administrative processes, enhanced efficiency and customer experience.
- Coordinates human resources web strategy, content, architecture and budget.
- Aligns operational resources and efforts with strategic goals.
- Prepares cost analysis and management reports reflecting historical financial data and monitors expenditures against budget.
- Reviews and ensures personnel and financial actions are processed accurately and timely.
- Oversees development of key human resources measurements, trends, and benchmarks.
- Ensures compliance with all federal and state laws and regulations and organizational policies and procedures.
- Other duties as assigned.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Ability to routinely maintain a calm, positive and professional attitude in a sometimes chaotic environment.
- Ability to preserve confidentiality at all times.
- Basic knowledge of principles and practices of non-profit management and governance.
- Intermediate to advanced knowledge of human resources principles and practices
- Basic to intermediate knowledge of Portland metro area job markets.
- Ability to recognize and predict varying employee responses to management actions.
- Ability to consistently follow policies and procedures.
- Strong organizational skills and attention to detail.
- Fluency in spoken and written English.
- Good interpersonal skills.
- Demonstrated self-motivation and personal initiative.
- Proficiency with using standard office software.
- Ability to learn Free Geek documentation tools.
- Reliability and punctuality.
- Must not be afraid to ask questions, but must be able to work without direct supervision on a regular basis.
- Ability to remain flexible about duties and expectations as Free Geek grows and changes.
- Strong motivation and aptitude for self-directed learning.
- Bachelor's degree in a related discipline or relevant experience in lieu of education.
- One year of supervisory experience.

DESIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Demonstrated confidence and competence working with diverse populations.
- Previous Free Geek employment or volunteer experience.
- Demonstrated ability to effectively apply principles and practices of non-profit governance.
- Master's degree in a related discipline.
- Fluency in another language besides English.
- 3 years of directly relevant experience.
- 3-5 years of supervisory experience.