

JOB DESCRIPTION

PROGRAM: STEP Administration & Planning

JOB TITLE: Chief Human Resources Officer

PAY GRADE: EM-7

JOB SUMMARY

The STEP Chief Human Resources Officer (CHRO) plays a tremendous role and has an enormous amount of responsibility in the positive culture and ultimately the success of STEP, Inc. The CHRO helps ensure effective human resource development and compliance of a multi-faceted non-profit corporation whose mission is to engage diverse individuals, families, and communities in the pursuit of social and economic success. The CHRO provides information and counsel to the President & CEO that will help guide, direct, and establish the overall provision of human resources related services, policies, and programs for STEP. Alongside the STEP President & CEO, the CHRO is responsible for the legal interpretation, application, and adherence of employee and workplace related laws and regulations. The CHRO initiates and leads in the implementation and monitoring of practices and processes that will help ensure an employee-oriented high-performance philosophy and vision that emphasizes continuous quality improvement and productivity, goal attainment, and the recruitment and retention of a superior workforce. The CHRO is responsible to expertly inform and advise staff on human resources issues, topics, and current events. Additionally, the CHRO acts as an integral member of the Human Resource team with the goal and vision of making STEP Human Resources an outstanding support mechanism, providing unparalleled customer service to STEP staff, and one that is recognized by the community as a leader in providing outstanding human resource support.

SUPERVISORY RELATIONSHIPS

SUPERVISES: Lead Human Resources Generalist

REPORTS TO: President & CEO

ESSENTIAL QUALIFICATIONS

- ☐ Bachelors degree in business, human resources, or a related field;
- ☐ Five or more years of related progressive human resources experience, preferably with non-profits or government;
- ☐ Proficiency with computer systems, preferably Microsoft Office Suite and extended components; and,
- ☐ Ability to communicate effectively with oral, written, and computerized graphic methods.

GENERAL REQUIREMENTS

- ☐ Valid driver's license and reliable transportation available on a daily basis with adequate insurance coverage;
- ☐ Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, and National Sex Offender Registry check current within 90 days of employment; and Motor Vehicle Record check;
- ☐ Recognizing and Reporting Child Abuse training completed within 90 days of hire;
- ☐ Mental and physical ability to perform essential job functions without any health restrictions, including the ability to sit for long periods of time, stand, lift, and carry up to twenty pounds unassisted, have unrestricted use of the upper body, finger dexterity, and corrected or uncorrected hearing and vision within normal ranges, and a clear speaking voice;

JOB DESCRIPTION

Chief Human Resources Officer

- ☐ Flexibility to work altered and non-traditional work schedules necessary to meet deadlines; and,
- ☐ Participation in job-related trainings, as assigned.

SPECIFIC DUTIES

❖ Support human resources development:

- Develop and emulate an employee-oriented organization culture that supports and expects professionalism, continuous quality improvement, team-work, and high performance;
- Develop innovative HR initiatives and strategies to support the agency in achieving its objectives;
- Display and foster outstanding customer service both internally (with staff and volunteers) and externally (with STEP customers, partners, etc.);
- Identify, evaluate, and help resolve human relation, employee morale, workplace performance, and organizational productivity concerns;
- Research, initiate, implement, and monitor systems to recruit and retain top quality employees; conduct employee retention and exit interviews as needed;
- Oversee an employee onboarding process that comprehensively instructs new staff on STEP's history, mission, vision, culture, programs, pay and benefits, policies, etc.;
- Assist executive staff in developing compensation and benefit plans and renewals;
- Develop and/or promote health, safety, and wellness programs for staff and volunteers;
- Ensure all human resources activities and interpersonal relationships adhere to the vision, values, and culture of the organization;
- Survey and engage with staff to measure the "climate" of the organization; develop and implement initiatives to positively affect job satisfaction and work-life balance;
- Lead the organization in the initiation of potential employee morale projects and events;
- Periodically and intentionally interact with staff face-to-face to glean positive and negative aspects of work environment;
- As appropriate, mentor/train staff on appropriate supervision or workplace interpersonal skills; identify and initiate discussions on training opportunities for staff;
- Provide all-staff updates highlighting human resource related topics as needed;
- Lead agency in developing career broadening/training plans for employees by working with program directors to identify professional development opportunities and organize/schedule trainings as appropriate;
- Lead the organization in the periodic review of compensation/pay and a throughout the year review of employee benefits;
- Lead and/or participate in the hiring process including providing internal/external job opportunities, reviewing application packets, and participating on interview committees;
- Make certain inclusion and diversity in the workplace by ensuring hiring, onboarding, and management policies and procedures are equitable for all individuals;
- Actively participate in STEP Admin. Team meetings and events, and other committees as assigned or interested; may also be asked to support partner agency activities or Boards;
- Continuously review STEP's human resource policies and processes for improved efficiency and efficacy; implement approved improvements;
- Assist with Auditor questions and monitoring, supplying accurate census data when needed;
- Review Professional Improvement Plans for staff; work with supervisors on corrective action processes; and,

JOB DESCRIPTION
Chief Human Resources Officer

- Cultivate strong, transparent, and mutually beneficial working relationships with all staff through consistent and open (preferably face-to-face) communications.
- ❖ **Ensure human resources compliance:**
 - Ensure organization conforms with applicable human resources-related regulations and statutes, as well as with STEP's policies and procedures;
 - Recommend and implement human resources activities and policies as needed by the organization;
 - Lead organization in a yearly review of the STEP Personnel Policies;
 - Development and implement short-term (emergency) succession by identifying key positions (organization and program) and planning/training needed for each;
 - In collaboration with the STEP Board of Directors Personnel Committee, support the function of the STEP President and CEO's annual evaluation review, as well as and when needed and directed, the process of discipline, recruitment, and retention;
 - Periodically and when requested, participate in and provide information at STEP Board of Director meetings;
 - Lead the long-term strategic planning conversation as it relates to STEP and STEP Human Resources needs and the human capital and resources required to fulfill those needs;
 - Establish, work towards, and provide periodic updates on STEP Human Resources short- and long-term goals (STEP Human Resources Strategic Plan);
 - Ensure all job descriptions are reviewed accurately and updated at least once every five years;
 - Monitor STEP's employee evaluation system for timeliness, objectivity, and its utilization for both employee development and discipline; provide consultation and training to supervisors in its full utilization;
 - Continuously monitor, organize, coordinate, and communicate changes to federal, state, and local employment laws, and benefit laws; including but not limited to Affordable Care Act (ACA), Workers Compensation, and Unemployment Compensation;
 - Ensure STEP is in compliance with all Department of Labor, Equal Employment Opportunity Commission, and/or other Federal, State, or Local human resource related laws and regulations;
 - Oversee Family and Medical Leave Act processes, including ongoing employee reviews, correspondences, and consultations with staff and supervisors;
 - Oversee position classification review process, in coordination with Employee Classification Review Team; work with the team to develop, implement, and maintain a thorough Fair Labor Standards Act (FLSA) analysis and testing process for all positions;
 - Oversee and administer drug free workplace procedures, including compliance with Federal Transit Administration (FTA) Drug and Alcohol Testing procedures for safety-sensitive positions; act as Designated Employer Representative in FTA Drug Testing Program; ensure documentation trail for testing program is properly maintained; ensure quarterly rosters for random testing are submitted timely; initiate or oversee follow-up on employees testing positive; work with testing facilities to maintain compliance with testing requirements; ensure annual FTA testing reports are completed on time;
 - Ensure Equal Employment Opportunity (EEO) compliance throughout the agency; conduct ongoing data collection and review, investigate, and respond to any EEO complaints;
 - Monitor agency insurance policies, to include but not limited to health, workers compensation, unemployment compensation, Short Term, Long Term, Life, and AD&D policies;

JOB DESCRIPTION
Chief Human Resources Officer

- Conduct disciplinary and other investigations as appropriate, and when necessary, work with the President & CEO and legal to help determine most appropriate course of action;
- Provide consultation to supervisors on unemployment compensation issues, and as needed, attend hearings;
- File EEO-1 report annually; maintain other records, reports, and logs to conform to EEO regulations;
- Update, distribute, and file correspondence to include, but not limited to: Section 125 plan, Wrap plan documentation, Health insurance offer of coverage, Credible and Non-Credible Part D coverage notices, Form 5500, and 1095-C Employer-Provided Health Insurance;
- Ensure department maximizes the use and capabilities of the current Human Resources Information Systems software, including the requirements to accurately onboard new staff into the system, make timely and accurate updates, and produce accurate reports;
- Continually monitor Human Resources department personnel structure and capacity versus agency needs, identifying and communicating to the STEP President & CEO areas in need of improvement or opportunities for more department responsibilities;
- Provide consultation to supervisors on workers' compensation issues, as needed; sign-off on annual summary report;
- Performs related functions as needed by the organization or assigned by the President & CEO; and,
- Maintain confidentiality at all times.