Position Posting

<table>
<thead>
<tr>
<th>Job Title: Manager, Human Resources</th>
<th>Department/Program: Administration/Human Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is The Position: _ New  X Existing</td>
<td>FLSA Status: Exempt</td>
</tr>
</tbody>
</table>

**FSS Mission Statement**

The mission of Family Support Services of North Florida is to be the leader in providing safety, stability, and quality of life for all children by working with the community to strengthen the family unit.

**Organizational Expectations**

| Commitment – As the lead Child Welfare Agency in North Florida FSS prides itself on our employees’ commitment to the agency and the children and families we serve. This is demonstrated by being available at a moment’s notice to assist clients regardless of the time of day. This is also demonstrated by employees’ commitment to maintain consistent attendance and punctuality. It is the expectation that the employee will remain in their current position for one year before posting for another position within the agency. |
| Career Development – FSS is committed to being a learning organization that supports employees in their pursuit of professional growth and career development. Therefore employees are highly encouraged to explore and broaden their knowledge and skill sets to achieve their career goals. |

| Professionalism – Employees are expected to demonstrate professionalism in their appearance and demeanor when representing FSS at internal and external meetings, trainings, and events. |
| Teamwork – Putting the interests of FSS clients first is critical to the success of the organization. This requires all employees maintain consistent and timely communication, provide support to co-workers and colleagues and demonstrate the principles of teamwork. |

| Responsible Citizenship – In keeping with our mission and values employees are encouraged to volunteer 15 hours per year to assist with FSS and FSS-sponsored events. |
| Customer Service – As employees of the Lead Child Welfare Agency in North Florida FSS employees will demonstrate their commitment to providing our clients (internal/external) with consistent, meaningful and exceptional service. |

**Job Summary:**

Responsible for the overall administration and coordination of the human resources policies, programs and practices within Family Support Services of Northeast Florida (FSS) including: recruiting, staffing and retention, compensation and benefits, performance management, employee relations and engagement, training and development, strategic management, and compliance with all applicable federal, state and local laws.

**Education**

A bachelor’s degree from an accredited college or university required; an advanced degree preferred

**Experience**

Five to eight years of HR management experience in public or private sector.

**Minimum Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Ability to:**

- Facilitate group discussions, trainings and employee/manager discussions
- Work successfully and productively in a team environment
- Perform well and demonstrate diplomacy in a high pressure and complex environment
- Solve problems
- Drive results and be relatable
- Demonstrate sound judgment and balance business priorities
- Multitask, establish priorities, and work independently
- Establish credibility and be decisive
- Read, analyze and interpret financial reports and legal documents for HR implications
- Respond to inquiries or complaints from customers, employees, regulatory agencies or members of the business community
- Write documents and presentations
- Effectively present information to senior management, employees, public groups and/or boards of directors

Knowledge of:
- Employment, compensation, organizational development, employee relations, and training and development practices and methodologies
- Federal, state and local employment laws

Skills:
- Proven analytical, planning, and organizing skills
- Excellent communication and interpersonal skills
- Listen effectively, respond appropriately, and maintain mutual comfort level while relating to a diverse workforce
- Proficiency in Excel and Microsoft Word. Experience with PowerPoint, Access and Visio a plus

Other Requirements
- Clear a Level II background screening
- Clear a reference check (professional and personal)
- Clear a local background check from the County in which you reside.
- Clear a substance abuse screen
- Provide a copy of all degrees prior to your first day of employment.
- Clear a Motor Vehicles Records check
- Provide proof of, and maintain a minimum personal auto liability insurance level $100,000/$300,000
- Clear an E-Verify check to substantiate that the successful candidate meets the Department of Homeland Security authorization requirements to work in the United States (for more information visit www.dhs.gov/e-verify)

Licensure, Certification, and/or Registration
- PHR or SHRM-CP required, SPHR or SHRM-SPC preferred.

<table>
<thead>
<tr>
<th>Job Duties</th>
<th>% of Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides advice and counsel on employee issues. Consults with legal counsel as appropriate, and/or as directed by the CFO on employee issues.</td>
<td>25%</td>
</tr>
<tr>
<td>Manages the recruitment, new hire, on-boarding, promotion, and separation processes.</td>
<td>15%</td>
</tr>
<tr>
<td>Works directly with department managers to assist them in carrying out their responsibilities related to employee policies, procedures and issues</td>
<td>10%</td>
</tr>
<tr>
<td>Responsible for FSS compliance with federal and state employment legislation. Maintains knowledge of industry trends and employment legislation and insures FSS’ compliance. Responsible for DCF and COA compliance on HR issues.</td>
<td>10%</td>
</tr>
<tr>
<td>Supervises, directs and assists the HR Assistant</td>
<td>10%</td>
</tr>
<tr>
<td>Reviews and makes recommendations to senior management for improvement of FSS HR policies, procedures and practices (includes review and updating of policies and procedures and the Employee Handbook) and employee engagement opportunities.</td>
<td>5%</td>
</tr>
<tr>
<td>Reviews, coordinates and monitors the Performance Management and Employee Development process including: job descriptions, performance goals, performance evaluations, talent reviews and employee development plans.</td>
<td>5%</td>
</tr>
<tr>
<td>Assists senior management in the annual review, preparation and administration of FSS compensation and salary adjustment programs. Includes the development and accurate maintenance of employee classifications and pay grades.</td>
<td>5%</td>
</tr>
</tbody>
</table>
Identifies, recommends and coordinates staff development training and experiential learning. 5%

Ensures employee records and files are accurately maintained and that all unemployment, workers compensation and/or other administrative duties are addressed in a timely manner. 5%

Identifies improvement opportunities as well as new programs, services and/or trainings that will enhance and reinforce the FSS culture. 5%

Confers with senior management regarding benefits costs, makes recommendation as to employer/employee cost sharing, coordinates open enrollment and benefits meetings. Annually

Answers any questions regarding human resources from the Department of Children and Families As Needed

Performs other duties as assigned As Needed

**Supervisory/Decision-Making Authority**

This position requires the customary supervision and management of the following full-time employees:

- HR Assistant (1)

Two examples of the most common decisions made independently by this position on a regular basis without following prescribed procedures are as follows:

1. Identify and coordinate employee development/training needs
2. Advocating for staff and providing guidance for management on employee related issues/concerns.

**Contribution and Impact**

Focus on recruitment and retention ensures that FSS hires, develops and retains employees who can perform at higher levels and have greater job satisfaction resulting in reduced turnover and improved productivity levels.

**Strategic Value**

As Family Support Services continues its growth and expansion the Human Resources function will provide the structure and support to ensure that we create an organization and culture that supports innovation and creativity and rewards hard work and accomplishment.

**PHYSICAL REQUIREMENTS:** (R=Required  P=Preferred)

<table>
<thead>
<tr>
<th>Sitting R</th>
<th>Standing P</th>
<th>Walking P</th>
<th>Lifting P (50 lbs.)</th>
<th>Carrying R</th>
<th>Kneeling P</th>
<th>Pushing/Pulling P</th>
<th>Bending/Stooping R</th>
<th>Climbing R</th>
<th>Reaching P</th>
<th>Crawling/Crouching P</th>
<th>Grasping R</th>
<th>Turning R</th>
<th>Repetitive Motions R</th>
<th>Color Recognition P</th>
<th>Depth Perception P</th>
<th>Reading R</th>
<th>Hearing P</th>
<th>Other (describe)</th>
</tr>
</thead>
</table>

**HAZARDS:** (X=Potential Exposure)

- Proximity to moving mechanical parts
- Electrical current
- Toxic or caustic chemicals
- Radiation
- Biohazards (airborne or contact)
- Housekeeping and/or cleaning agents
- Flammable, explosive gases
- Human-borne pathogens X
- Other: __

**SKILL REQUIREMENTS:** (R=Required  P=Preferred)

- Drive motor vehicle R
- Prepare food ___
- Typing/Keyboard R
- Word processing software R
- Data base software P
- Spreadsheet software P
- Other software P
- Calculator R
- Operate office machines R
- (Fax, Copier) Verbal communication (including telephone) R
- Written communication (including composition) R
- Public speaking/group presentations P
- Team-oriented and collaborative interpersonal relationships R
- Respectful client relationships R
- Client assessment and evaluation R
- Retrieve and compile information R
- Verify data R
- Maintain records R
- Organize and prioritize information R
- Analyze and interpret information R
- Investigate, evaluate and recommend action R
- Basic mathematical concepts (add, subtract, multiply, divide) P
- Advanced mathematical concepts (fractions, decimals, ratios, percentages, graphs) P
- Abstract mathematical concepts (interpolation, inference, frequency, reliability, formulas, equations, statistics) P
- Reasoning and logic R
- Sensitivity to service population’s cultural and socioeconomic characteristics R

FSSNF provides equal employment and advancement opportunity for all individuals without discrimination because of race, creed, color, gender, religion, age, national origin, disability, military status, marital status, or the other protected categories as defined by the EEOC and takes affirmative action in the implementation of this policy. If an accommodation is needed in order to participate in the application process, please contact the appropriate servicing human resources office.