

**TITLE: HUMAN RESOURCES DIRECTOR**

**LOCATION:** NEIWPC), Wannalancit Mills, 650 Suffolk Street, Suite 410, Lowell, MA 01854

**SALARY:** Grade & Step dependent on experience and qualifications. (Management Salary Schedule)

**ADDITIONAL INFORMATION:** Benefits provided, but not included in salary range: vacation, personal and sick leave, health, dental, disability and life insurance, retirement plan. This position requires the incumbent to work five days a week, 7 ½ hours per day, except for approved compensatory time.

**BACKGROUND INFORMATION:** NEIWPC is a regional commission that helps the states of the Northeast preserve and advance water quality. We engage and convene water quality professionals and other interested parties from New England and New York to collaborate on water, wastewater, and environmental science challenges across the regions, ecosystems, and areas of expertise.

**JOB SUMMARY:** While being a dynamic organization with employees throughout the compact-member states, NEIWPC has maintained the comfort of a small organization, providing a friendly, close-knit work environment. As NEIWPC is committed to the professional growth and satisfaction of its employees, we are seeking a creative, energetic, self-motivated, committed individual to undertake the development and administration of all human resources activities and programs.

The incumbent will serve as Human Resources Director for NEIWPC by ensuring benefit administration, inclusive recruiting efforts, effective employee relations and retention programs, professional development and training, compliance with federal and state regulations, salary administration, recruitment, and management of Human Resources Department.

As a member of the senior leadership team, the Human Resources Director will assist the Executive Director in the general operations of the NEIWPC offices. The incumbent will participate in meetings of the Executive Committee and Commissioner and other agencies, where appropriate. Must communicate effectively both verbally and in writing.

**DUTIES AND RESPONSIBILITIES:**

**Management:** Responsible for all administration of NEIWPC's HR Management Program, including planning, organizing, directing HR responsibilities, and managing HR staff. Maintain workflow balance in HR department and build internal controls that, subsequently, improve administrative procedures and reduce error. Recommend improvements or updates of policies, procedures, and practices on staff and employment matters to Executive Director. Communicate changes to all personnel. Respond to requests from Executive Director and other members of Senior Staff for clarification of existing NEIWPC policies.

**Compliance and Research:** Execute regular reporting packages that include compensation requests, budget planning, benefits, recruiting, and turnover. Maintain knowledge of legislation to insure compliance with state and federal laws on all employment matters, according to federal and state regulations.

**Employee Relations:** Draw upon NEIWPC's organizational values to strengthen culture and create a sense of community for staff. Work with managers to assist them in carrying out their responsibilities on staff matters. Advise managers on legal implications of human resources issues related to discipline or employee concerns. Consult with legal counsel, when authorized and appropriate.

Ensure effective employee relations and play a significant role in strengthening NEIWPC's culture to create a sense of community for staff. Prepare supporting materials and perform disciplinary meetings. Advise employees on ways to improve performance and on acceptable performance standards.

**Compensation and Benefits:** Continue to develop and administer New England and New York State staff compensation and benefits programs, to include salary and incentives, health and welfare, retirement, life and disability insurance, accrued leave program, voluntary benefit programs, and direct employee communications. Implement administration of appropriate compensation plan after conducting analysis of reference tools.

**Recruitment:** Work with management to recruit and retain by partnering with and counseling managers about staffing issues. Play a critical role in staffing by working with management to determine avenues for new job openings and by advocating for a diverse and inclusive workforce, recruiting your professionals to the staff. Deliver programs and services that attract and retain a diverse, talented group of water quality professionals to our staff.

**Training and Development:** Expand on, facilitate, and deliver training programs and annual evaluations that support NEIWPC programs and career paths.

**Onboarding:** Design and implement employee orientation programs.

**Termination Process:** Conduct exit interviews to determine reasons behind separation and solicit recommendations for organizational improvement. Report results whenever possible.

**Systems Management:** Ensure the development and maintenance of a human resources system to meet NEIWPC personnel information needs. Oversee appropriate webpages on NEIWPC website to ensure they are effective, up-to-date, and accurate.

The satisfactory performance of the above duties and responsibilities requires the incumbent to have a thorough understanding of NEIWPC's programs, organization, and policies. The successful candidate must exercise initiative and resourcefulness in complicated situations and to be able to work effectively with state and federal contacts at both staff top management levels, and with varied professional backgrounds. Required is the ability to organize the work load, and perform tasks in an accurate, conclusive and timely manner.

**SUPERVISORY CONTROLS:** Incumbent operates with substantial independence of action and delegation of professional decisions within his or her area of activity. Receives supervision from Executive Director who provides policy guidance, assigns work and reviews performance through conferences and reports for conformance with professional standards and compliance with laws, rules, regulations and established procedures.

The incumbent will rely on their ability, expertise, and commitment to excellence. They will also build NEIWPCC's culture which focuses on honesty, ethical behavior, personal integrity, respect for others, transparency, hard work, and collaborative teamwork.

Incumbents at this level exercise direct supervision over, assign work to and review the performance of 1 – 10 professional personnel and exercise indirect supervision over 6 – 30 professional and/or technical personnel.

## **RECOMMENDED QUALIFICATIONS:**

### **Education**

A master's of science degree in human resources, or business, education, communications or related field with human resource management certificate preferred.

### **Preferred Work Experience**

Extensive knowledge and experience with all aspects of Human Resource Management.

### **Experience**

Applicants must have at least (A) fifteen years of full-time, or equivalent part time, technical or professional experience in the field of Human Resources, of which (B) at least twelve years must have been in a professional capacity and, of which (C) at least ten years must have been in a supervisory, managerial or administrative capacity or, (D) any equivalent combination of the required experience and the following substitutions.

### **Substitutions**

- I. An associate's degree with a major in a field referenced above or a related field may be substituted for a maximum of one year of the required (A) experience.\*
- II. A bachelor's degree with a major in a field referenced above or a related field may be substituted for a maximum of four years of the required (A) experience.\*
- III. A graduate degree with a major in a field referenced above or a related field may be substituted for a maximum of four years of the required (A) experience and one year of the required (B) experience.\*

\*Education toward such a degree will be prorated on the basis of proportion of the requirements actually completed. NOTE: Education substitutions will be permitted for a maximum of one year of the required (B) experience. No substitution will be permitted for the required (C) experience.

### **Executive Competencies**

- Ability to translate complex financial reports, concepts and goals to individuals at all levels including financial and non-financial audiences
- Accomplished written and verbal communicator who can inspire confidence
- Sound judgment and resourcefulness in developing people, processes and systems
- Combination of cultural sensitivity and emotional intelligence, along with an unpretentious style, that enables the person to 'fit' into this collaborative, team oriented organization

### **Personal Characteristics**

- Think and act in a broad collaborative style. Care deeply about the health and impact of the entire organization, not just the human resources department
- Operate with an accessible, visible and flexible style that inspires trust and confidence in staff and in executive management. Easily able to partner with and influence/inform others
- Comfortable in group settings and welcomes collaboration

- Naturally prone to action with a focus toward continuous improvement
- Diplomatic and welcoming in their approach to others
- Able to manage change and articulate the “value case” for it
- Comfortable working in a very collaborative environment and oriented toward getting things done; able to bring perspectives and ideas to the table while remaining open to perspectives and ideas from others. Open to lively debates
- A strong, attuned management style that can capably lead while nurturing others and encouraging them to learn and grow
- Inclusive and interested in helping others
- Capable of fostering and deserving of trust
- Accept responsibility and is accountable for results
- Ability to write concisely, to express thoughts clearly and to develop ideas in logical sequence
- Ability to exercise discretion in handling confidential information
- Ability to supervise, including planning and assigning work according to the nature of the job to be accomplished; the capabilities of subordinates and available resources; controlling work through periodic reviews and/or evaluations; determining subordinates’ training needs and providing or arranging for such training; motivating subordinates to work effectively; determining the need for disciplinary action and either recommending or initiating disciplinary action

### **Special Knowledge and Skills**

Proven leadership experience and ability.

Excellent writing, verbal and problem-solving skills; effective communicator.

Strong organizational skills.

Self-motivated, flexible, energetic, and able to handle multiple tasks.

Strong analytical and technical skills.

Experience supporting a multi-geographical area.

Human Resource Information System experiences preferred.

Ability to work both independently and as part of a team.

Be able to anticipate the implication and consequences of situations and take appropriate action to prepare for possible contingencies.

Ability to identify information needed to clarify problem situations, seek information from appropriate sources and use skillful questioning to draw out information.

Ability to gain others' support for ideas, proposals and solutions.

Ability to develop mutually beneficial working relationships with colleagues.

Detail-oriented and able to handle confidential information professionally.

Excellent interpersonal and project management skills.

The following knowledge and skills would be helpful, although not a necessary requirement to qualify:

Knowledge of employment law.

Knowledge of business management skills.

Experience in developing and delivering training programs is preferred.

Compensation knowledge of trends, developments and competitive benefits practices preferred.

Strong understanding of salary compensation design and administration; experience in setting job ranges and salary structures.

Experience in job evaluation, developing pay guidelines and preparing technical job descriptions

**Environmental Factors**

Regional daytime and overnight travel (approximately 10%) will be required.

**Requirements**

A valid driver's license and access to own transportation required.

Attendance at the annual All Staff Meeting is mandatory.