TITLE: Human Resources Division Director

LOCATION: NEIWPCC, Wannalancit Mills, 650 Suffolk Street, Suite 410, Lowell, MA 01854

BACKGROUND INFORMATION: NEIWPCC 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 shared regions, ecosystems, and areas of expertise. NEIWPCC is committed to fostering, cultivating, and preserving a culture of diversity, equity, and inclusion.

JOB SUMMARY: A dynamic not-for-profit with employees throughout the seven compact-member states, NEIWPCC has maintained the comfort of a small organization, providing a friendly, close-knit work environment. As NEIWPCC is committed to the professional growth and satisfaction of its employees, we are seeking a detail-oriented, creative, energetic, self-motivated, committed individual to oversee the development and administration of all human resources activities and programs.

The Human Resources Division Director is responsible for developing, coordinating, and directing policies and initiatives that ensure compliance with federal and state regulations and implementation of NEIWPCC’s mission and objectives. The Human Resources Division Director acts as a trusted advisor and is responsible for benefits administration (healthcare, retirement, leaves of absence and wellness), inclusive talent acquisition and retention programs, effective employee relations, salary administration, performance management, and professional development. The Division Director manages the Human Resources department comprised of a small team of professionals.

As a member of the senior leadership team, the Human Resources Division Director will assist the Executive Director in the general operations of NEIWPCC offices. The incumbent will participate in meetings of the Executive Committee and Commission and other agencies, where appropriate. Regional daytime and overnight travel (approximately 15%) will be required.

DUTIES AND RESPONSIBILITIES:

Management: Responsible for administration of NEIWPCC’s Human Resources Management Program, including planning, organizing, directing responsibilities, and managing Human Resources staff. Maintain workflow balance in the Human Resources 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. Maintain Employee Handbook and communicate changes to all personnel. Respond to requests from Executive Director and other members of Senior Staff for clarification of existing NEIWPCC policies.

Benefits: Direct oversight of benefits including retirement, health and wellbeing, and leaves of absence. Ensure benefit programs are administered in compliance with applicable federal and state laws.

- **Retirement**: Responsible for reporting and information for non-discrimination testing and 5500 filings, ACA reporting and other compliance reporting. Work with internal fiscal department and outside auditors on all reporting requirements. Provide all enrollment information to payroll, ensure documentation is complete.
- **Healthcare**: Manage the relationship with our Third-Party Administrator for claims, and responsible for reconciliation of invoices. Manage the Open Enrollment process.
- **Leaves of Absence**: Assist employees with state and/or federal leave processes. Manage requests for workplace accommodations.
- **Wellness:** Identify and implement wellness awareness training and programs for NEIWPC employees.

**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 programs, voluntary benefit programs, and direct employee communications. Implement administration of appropriate compensation plans after conducting analysis of reference tools. Provide equity analysis on an as-needed basis. Provide guidance to leaders on job descriptions and hiring initiatives.

**Employee Relations:** Draw upon NEIWPC’s organizational values to strengthen culture and create a sense of community for staff. Oversee and develop the employee e-newsletter and implement employee recognition programs. Provide support and training to leaders in areas of performance management/improvement and communications. Ensure employee concerns are addressed in a respectful, timely and confidential manner.

**Talent Acquisition:** Provide oversight on the talent acquisition process which includes job postings, interviews, background checks, and job offers. Collaborate with managers to understand skills and experience required for each position. In partnership with managers, create interview guides for each opening and determine appropriate job boards to attract a diverse candidate pool.

**Onboarding:** Design and implement employee orientation programs. Ensure proper documents are completed and filed appropriately. Assist with annual all-staff event.

**Termination Process:** Conduct exit interviews to determine reasons behind separation and solicit recommendations for improvement. Provide summary of results, when possible, to the Executive Director and leadership team.

**Training and Development:** Expand on, facilitate, and deliver training programs to support NEIWPC programs and career paths. Leverage feedback from annual performance appraisals to identify training opportunities for all employees.

**Systems Management:** Ensure the development and maintenance of human resources Access Databases and internal filing systems meet NEIWPC personnel information needs. Oversee appropriate webpages on NEIWPC’s website to ensure they are effective, up-to-date, and accurate.

The satisfactory performance of the above duties and responsibilities requires the incumbent to be detail oriented and have a thorough understanding of NEIWPC’s programs, organization, and policies. The successful candidate must exercise initiative and resourcefulness in complicated situations and be able to work effectively with state and federal contacts at both staff and top management levels, and with varied professional backgrounds. Required is the ability to organize the workload, 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 area of activity. Receives supervision from the 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.

**REQUIREMENTS:**

- A valid driver’s license and access to own transportation is required.
- In-person attendance is mandatory at the annual All Staff Meeting (held the last Thursday and Friday in March each year).
- This is a full-time position. This position requires incumbent to be in the office or at the assigned work location Monday – Friday for the first six months of employment. After six months of employment, this position may be eligible for a partial telework schedule, subject to approval and determined by program and office needs. Telework schedules are authorized by the Executive Director.
- Proof of COVID-19 Vaccination required.

**PREFERRED QUALIFICATIONS:** A Master of Science degree in human resources, or business, education, communications, or related field with a human resource management certificate preferred. Extensive knowledge and experience with all aspects of Human Resource Management.

**Preferred Work Experience**

Fifteen years of full-time, or equivalent part-time, technical or professional experience in the field of Human Resources, of which at least twelve years must have been in a professional capacity and at least ten years must have been in a supervisory or managerial capacity.

**Executive Competencies**

- Detail-oriented person focused on all aspects of projects and tasks. Ability to avoid distractions and maintain productivity throughout workday.
- Ability to translate complex reports, concepts, and goals to individuals at all levels.
- 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, which enables the person to ‘fit’ into this collaborative, collaborative organization.

**Personal Characteristics**

- Naturally prone to action with a focus toward continuous improvement and is committed to contributing to the overall success of NEIWPCC.
- Ability to build collaborative relationships across NEIWPCC and our partners.
- Approachable and diplomatic in all interactions.
- Able to manage change and articulate the “value case” for it.
- A collaborator who is inclusive and willing to help others.
- Meticulous, dependable, and capable of fostering trust.
- Accepts responsibility and is accountable for results.
- Meticulous, able to oversee confidential information professionally.
- Excellent organizational skills and the ability to prioritize key deliverables.
Special Knowledge and Skills

- Knowledge of employment law.
- Excellent writing, verbal, and critical thinking skills; effective communicator.
- Self-motivated, flexible, energetic, and able to manage multiple tasks.
- Experience supporting a multi-geographical area.
- Experience with Microsoft Office Suite (Outlook, Word, Excel, Access).
- Human Resource Information System experiences preferred.
- Be able to anticipate the implication and consequences of situations and take appropriate action to prepare for 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.
- 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 preferred.
- Experience in job evaluation, developing pay guidelines and preparing technical job descriptions preferred.

SALARY: Salary dependent upon level of experience and qualifications.

BENEFITS: Generous benefits package provided, which includes vacation, personal and sick leave, paid holidays as determined by office location; health, dental, disability and life insurance; retirement plan.