

Job Title: Human Resources Manager
Department: Administration
Location: 1382 Kilauea Avenue
 Hilo, HI 96720
Reports To: Chief Financial Officer
FLSA Status: Exempt, Part-time (20 to 24 hours/week)
Prepared By: Del De Los Santos, Chief Financial Officer
Prepared Date: 9/18/2009
Revision Number: 2
Revision Date: 2/4/2013
Reviewed By: Del De Los Santos, Chief Financial Officer
 Karma Whittington-Ramirez (HR Manager)
Approved By: Lorraine Davis, Interim Chief Executive Officer _____
Approved Date:

Summary Plans and administers policies relating to all phases of Human Resources activities by performing the following duties through the direction of the Chief Financial Officer (CFO).

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Performance Appraisal

Date of Appraisal: _____

#	Essential Duty and/or Responsibility	UN	SA	EX	Comment
1.	Upholds and furthers the mission of the YWCA of Hawaii Island which is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all.				
2.	Identifies legal requirements and government reporting regulations affecting Human Resources functions and ensures policies, procedures, and reporting are in compliance.				
3.	Recruits, interviews, tests, and selects employees to fill vacant positions.				
4.	Plans and conducts new employee orientation to foster positive attitude toward company goals.				

#	Essential Duty and/or Responsibility	UN	SA	EX	Comment
5.	Keeps records of benefits plans participation such as insurance and pension plan, personnel transactions such as hires, promotions, transfers, performance reviews, and terminations, and employee statistics for government reporting.				
6.	Coordinates management training in interviewing, hiring, terminations, promotions, performance review, safety, and sexual harassment.				
7.	Advises management in appropriate resolution of employee relations issues.				
8.	Responds to inquiries regarding policies, procedures, and programs.				
9.	Administers performance review program to ensure effectiveness, compliance, and equity within organization.				
10.	Administers salary administration program to ensure compliance and equity within organization.				
11.	Administers benefits programs such as life, health, dental and disability insurances, pension plans, vacation, sick leave, leave of absence, and employee assistance.				
12.	Investigates accidents and prepares reports for insurance carrier.				
13.	Conducts wage surveys within labor market to determine competitive wage rate.				
14.	Prepares employee separation notices and related documentation, and conducts exit interviews to determine Reasons behind separations.				
15.	Prepares reports and recommends procedures to reduce absenteeism and				

#	Essential Duty and/or Responsibility	UN	SA	EX	Comment
	turnover.				
16.	Represents organization at personnel-related hearings and investigations.				
17.	Review ADP timecards for compiling payroll.				
18.	Compiles payroll data such as hours worked, taxes, insurance, and employee identification number, from time sheets and other records, for new hires.				
19.	Prepares payroll forms and inputs deductions, and posts to payroll records.				
20.	Records changes affecting net wages such as exemptions, insurance coverage, and loan payments for each employee to update master payroll records in ADP.				
21.	Records data concerning transfer of employees between departments.				
22.	Prepares month end reports of earnings, taxes, and deductions.				
23.	Keeps records of leave pay and nontaxable wages.				
24.	Prepares and issues paychecks.				
25.	Coordinates monthly billing to insurance companies by reviewing insurance claims, responding to inquires, and following up on payment of claims.				
26.	Maintains records of all billings for auditing purposes.				
27.	Processes employee requests for company-offered benefits by determining deduction amount and notifying accounts payable.				

Key: UN – Unsatisfactory; needs work – consistently requires items to be reworked, re-educated, re-trained. Cannot let the employee work independently. Each UN requires a plan of corrective action to be attached to the

- performance appraisal.
- SA -- Satisfactory; does the job as expected. The employee is doing as instructed and can work independently with little rework, re-education or re-training.
- EX -- Exceeds expectations. The employee consistently does more than expected. As supervisor, you consider allowing this person to take the lead on some projects you believe the employee would excel in. Each EX should have a comment about why the person got an EX.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

1. **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
2. **Technical Skills** - Assesses own strengths and weaknesses; Strives to continuously build knowledge and skills; Shares expertise with others.
3. **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
4. **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
5. **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
6. **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
7. **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
8. **Change Management** - Communicates changes effectively; Prepares and supports those affected by change.

9. Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
10. Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Conserves organizational resources.
11. Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; Builds a diverse workforce.
12. Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
13. Organizational Support- Follows policies and procedures; completes administrative tasks correctly and on time; Supports organization's goals and values.
14. Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
15. Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
16. Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
17. Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
18. Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
19. Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

20. Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
21. Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
22. Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.
23. Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
24. Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements 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.

Education and/or Experience

Bachelor's degree (B. A.) in finance or related field; or equivalent through a combination of professional experience and education of at least ten years duration to demonstrate proficiency to perform essential duties of this position.

Must have minimum of five years management experience in accounting or as a financial controller, preferably in a multi-programmatic agency in the non-profit sector.

Must have clerical, accounting and advanced computer proficiency.

Other Skills and Abilities

An experienced leader and human resources manager with appropriate industry experience, preferably in the non-profit sector. A forward-thinking and creative individual with highest ethical standards. A visionary with sound technical skills, analytical ability, good judgment and strong operational focus. A well organized and self-directed individual who is a team player. An articulate individual who can relate to people at all levels of the organization, and possesses excellent communication skills. An educator who is experienced in contracts. A decisive individual who possesses a "big picture: perspective and is well versed in systems.

Other Qualifications

- Must possess a current Hawaii Drivers License.
- Must have use of a dependable automobile.
- Must carry current automobile insurance with the following minimum coverage, \$100,000, \$300,000, \$30,000.
- Must have a clean driving abstract.
- Must have a clean criminal background/record check.
- Must pass a pre-employment drug screen.
- TB clearance desirable.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to sit and use hands to finger, handle, or feel. The employee is occasionally required to stand; walk and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities and qualifications of employees assigned to this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.

Employee Signature: _____

Employee Printed Name: _____

Date : _____

YWCA of Hawaii Island

Performance Appraisal:

I have had an opportunity to discuss the ratings on this job description with my supervisor. The next steps course of action, if needed, are attached to this appraisal. Any additional comments I have are listed below:

Employee Signature: _____

Employee Printed Name: _____ *Date:* _____

Supervisor Signature: _____

Supervisor Printed Name: _____ *Date:* _____

CEO Signature: _____

CEO Printed Name: _____ *Date:* _____