

JOB DESCRIPTION
Human Resources and Operations Associate
UNITED WAY OF NORTHWEST VERMONT, INC.

Position Title: Human Resources and Operations Associate

Reports to: Director of Administration and Operations

Status: Full-Time Hourly Non-Exempt

Organization: United Way of Northwest Vermont, Inc.

Job Summary

The Human Resources and Operations Associate is a front line, internal staff member whose primary focus is to help create a welcoming and dynamic workplace culture through the support of systems that enable employees to be successful at work. They will provide office management oversight including office machinery and supplies, facility maintenance support, and other administrative tasks related to the functionality of the organization and its people. Duties will also include assisting with administration and coordination of employee benefits including payroll, employee relations, benefit, and the process of hiring, recruiting, and training. This position is integral to ensuring that through our practices we attract, hire, and retain the best candidates for all positions while also creating and maintaining a culture of respect, accountability, confidentiality and appropriate relationships.

KEY RESPONSIBILITIES/ESSENTIAL FUNCTIONS

The major responsibilities of this position include, but are not limited to:

Human Resources Support

- Work with senior management to maintain personnel policies that are always up-to-date, equitable, legal, and cost-effective;
- Work with supervisors to manage recruitment and hiring process;
- Maintain accurate job descriptions;
- Assist supervisors with performance evaluations;
- Document and maintain administrative procedures for HR related processes;
- Produce documentation and facilitate onboarding process for new staff;
- Support the development, implementation and scheduling of staff training;
- Work with managers and staff on matters of employee relations;
- Assist employees with understanding benefits and the enrollment process, as well as the filing of claims. Act as a support for employees who need assistance contacting insurance companies for claims filing or dispute resolution.
- Assist senior management with serious personnel issues including grievances and disciplinary actions, and consult with legal counsel and HR experts when necessary;
- Administer payroll;
- Assist employees with benefits enrollment;
- Assist with development and implementation of wellness initiatives;
- Assist with development and implementation of cultural competency education;
- Update employee guidelines & benefits manual as needed.

Office Management

- Oversee general office operations;
- Design and maintain filing and office organizational systems;
- Manage office equipment and vendor relationships;

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- Negotiate the purchase of office supplies, equipment, and furniture, and maintain inventory;
- Maintain housekeeping of office facilities;
- Develop procedures and policies for administrative activities, such as records maintenance, document preparation, mail distribution, reception, and other related internal operations;
- Track and analyze operational costs;
- Coordinate delivery of office services with other departments.

Supervision

There are no direct supervision responsibilities.

Confidentiality/Discretion

Very high level of confidentiality and discretion needed. Privy to all confidential employee records, salary and individual employee performance information, investigations, and organizational issues, as well as financial information.

Skills and Experience

- Desire to work for a mission-driven organization that values diversity and inclusion
- Genuine desire to meet the needs of others
- Intermediate to advanced PC skills including Word and Excel
- Ability to navigate multiple computerized systems and databases
- Tremendous flexibility and ability to quickly learn new programs and policies
- Accuracy and attention to detail
- Proven problem solving, organizational and analytical skills
- Ability to work as part of a team or independently on special projects
- Demonstrated excellence in customer service
- Demonstrated neutrality, objectivity, professionalism, problem solving, confidentiality, and calmness under pressure in a work setting
- Outstanding communication skills: excellent listening skills, effective speaking and writing skills. This includes the ability to take complex issues and make them approachable and understandable for a diverse audience
- Stellar organizational skills and follow through
- High level of emotional intelligence
- Demonstrated initiative and desire to grow in professional role
- Minimum of 3 years in an office setting, nonprofit experience preferred
- Associates Degree or 2-year certificate required, Bachelors degree preferred
- HR experience related to HR practices, policies and procedures (preferred or willingness to learn)

WORK ENVIRONMENT

Office environment. Workplace is accessible.