

South Howell County Ambulance District Job Description	
Operational Area: Administrative/Business	Job Title: Chief Human Resource Officer
Reports to: Chief Executive Officer	Reports From: N/A
FLSA Status: Full-Time Exempt or Part-Time Non-Exempt	
Revision Prepared By: Charles Rader-COO	Reviewed By: Administration Approved by BOD: 03/21/2023
Original Date: February 2019	Revised Date: 03/2023

ADMINISTRATIVE/BUSINESS OPERATIONS SUPPORTIVE MISSION:

- Administrative/Business operations purpose is to ensure that all Federal, State, local regulations/laws are in compliance; that proper billing, receiving and accounting of revenues are maintained; that policy/procedure writing and compliance of such (in accordance with the will/direction of the Board of Directors) are followed. It also provides the top-level operational command structure for all District staff and department heads. When functioning at a high moral and efficient level this department provides the needed financial, logistic, administrative support and talent management skills required to support all departments and the Districts primary mission of providing emergency services to the public.

SUMMARY OF THE FUNCTION OF THIS POSITION:

- The human resource manager is directly responsible for the overall administration, coordination and evaluation of the human resource function which may include, but not limited to; policy development, recruiting and hiring, employee orientation, training mid development, employee relations and employee benefits programs, and processing payroll.

QUALIFICATIONS/SKILLS AND WORK EXPERIENCE:

- *Education and Experience:*
 - Bachelor’s degree in Human Resources Management or related field preferred.
 - Five (5) years’ experience in human resources management and payroll processing.
- *Licenses and certifications:*
 - BA/BS Degree
 - Professional Human Resources (PHR) or Senior Professional Human Resources (SPRH) or Society for Human Resource Management (SHRM) preferred.
 - Valid driver’s license.
 - Other license/certifications
- *Skills:*
 - Analytical:
 - Complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.
 - 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.
 - Interpersonal Skills:
 - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; maintains objectivity; remains open to other ideas and is open to change and evolution of systems/processes.

- Oral Communication:
 - Speaks clearly and persuasively in positive or negative situations; listens and seeks clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- 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.
- Teamwork:
 - Balances team and individual responsibilities; exhibits objectivity and openness to other 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.
- 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.
- 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.
- Language:
 - Ability to read and comprehend instructions, correspondence, and memos; ability to write correspondence, and effectively present information in one-on-one situation, small group situations, and to third parties and employees of the organization.
- Mathematical:
 - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Computer:
 - Proficient use of Microsoft Office applications; ability to function in industry-specific software.
- Other:
 - Thorough understanding of all pertinent personnel and employment laws/regulations and related issues, particularly as related to public sector.

PRIMARY JOB RESPONSIBILITIES/COMPETENCIES:

1. Policy and Procedure:
 - a. Works with department heads to develop and implement departmental policies and procedures relating to HR for the organization.
 - b. Maintains and updates HR policy and procedure manual yearly or as needed.
 - i. Rewrites job descriptions as necessary, along with department heads.
2. Payroll:
 - a. Processing employee payroll on a bi-weekly basis.
 - i. Payment of all associated payroll taxes, and employee benefits (i.e.: worker's compensation insurance, health insurance, retirement, AFLAC, Principal, etc.).
 - ii. Completion of quarterly forms associated with payroll (940, SUTA, etc.).
 - iii. Completion of all end-of-year forms (W-2's, 1099's etc.).
 - iv. All other items as they arise that are associated with processing payroll.

3. Recruitment and Selection:

- a. Manages and actively participates on a staff level in the identification and recruitment of candidates for exempt and non-exempt positions throughout the District.
- b. Drafts and post vacant position postings and advertisements for all District vacancies; accepts all job applications and resumes.
- c. Screens all applications/resumes for qualifications and forwards to appropriate supervisor for review.
 - i. Administers and maintains employment application and tests.
 - ii. Schedules drug testing and all other screenings as required for candidates-for-hire prior to starting date.
- d. Coordinates and conducts interviews along with necessary supervisory and other personnel.
- e. Conducts and coordinates thorough background verification for all candidates for hire and yearly personnel screenings.
 - i. Informs appropriate department head and administrator when deficiencies exist which would disqualify a candidate.
- f. Prepares offer of employment letter to new hires; oversees/prepares documentation for termination of employees; submits to administrator to inform Board of personnel issues.
 - i. Oversees discipline of employees, to ensure policies and procedures are enforced with regards to oral and written warnings, suspensions, and terminations.
 - ii. Conducts exit interviews.
- g. Prepares new employee orientation packet and then coordinates and actively participates in the on-boarding of all new employees.
- h. Create and maintain user accounts for accounting/payroll software/services.
- i. Provides guidance on maintaining professionalism and compliance with pertinent current federal, state and local laws employment laws and requirements, along with EEOC, ADA, and FMLA, etc.
 - i. Develops and maintains affirmative action program; maintains accurate up-to-date recruitment and selection documentation (reports and logs) for EEOC monitoring/regulations: files EEO-1 annually.
 - ii. Processes and maintains all leave records according to established guidelines (including, but not limited to FMLA, disability, workers compensation, vacation, sick and other leave).
 - iii. Accurately answers employee's questions and properly advises them on correct use of leave; promptly resolves any leave-related issues; coordinates with District counsel for compliance with relevant laws.

4. Benefits:

- a. Coordinates all contracts with insurance provider.
 - i. Performs benefits administration to include claim resolution, change reporting, approving invoices for payment, annual re-evaluation of policies for cost-effectiveness.
 - ii. Processes all insurance, retirement, H.S.A. benefits, uniform allowances and other benefit related issues as needed.
- b. Manages and recommends additions, changes and deletions to the employee benefits in the areas of mandatory and voluntary benefits.
 - i. Implements and updates the compensation program and works with accounting and administrator on salary's for annual budget:
 - Conducts annual salary surveys and analyzes compensation.
 - Monitors the performance evaluation program and revises as necessary.
 - Verifies all time off accruals are calculated properly and maintains accurate employee time-off banks via the computer program (SHIMS).

5. Employee Development:

- a. Plans, organizes, develops and controls all activities of the departmental goals, objectives and systems.
- b. Provides information to employees and supervisors on available training and educational opportunities; makes recommendations as to employee development and training needs; encourages employee development through training and education.
- c. Recommends and serves as liaison with external training vendors in the area of staff development, supervisory training and organizational assessment and development.
- d. Oversees and participates in the performance evaluation process to assure timeliness, objectivity, and equity.

6. Other:

- a. Establishes and maintains departmental records and reports.
- b. Participates in administrative staff meeting and attends other meetings, such as seminars.
- c. Maintains organizational charts and employee directory.
- d. Evaluates reports, decisions and results of department initiatives in relation to established goals.
- e. Recommends new approaches, policies and procedures to effect continual improvement in efficiency of department and services performed.
- f. Assists the Administrator and supervisors in providing ongoing coaching and/or corrective action for employees. Monitors the process to assure consistency, equity and objectivity.
- g. Other responsibilities assigned by administrator and Board of Directors.

Note: The above is not the exhaustive list of responsibilities and competencies. Other duties may be assigned which may or may not be related to the primary accountabilities yet would be reasonable with the individual's skill set and behavior and which also are supporting the department or our overall mission, insofar as such are not retaliatory, designed to be discriminatory or create a hostile work environment

Measurable Performance Grouping – related to any performance-based remuneration and/or pay increase which would be based on objective documentation of compliance with their job description, departmental operational guidelines, departmental/administrative directives and the District's policy and procedure manual. Any Board approved performance-based remuneration/pay raise would be part of an overall District wide program to improve all district operations.

- *Below expectation performance:* the employee fails to meet a minimum level of measurable performance by displaying behavior/s less than conducive to a positive workplace; i.e. argumentative, overly and unjustifiably critical of others/system, has received warnings/write-ups etc. This employee will receive minimum, if any, performance type remuneration and/or pay raise.
- *Meets Expectations:* the employee meets the minimum level of measurable performance and is valuable as they are the type who show up for work, perform their duties and seldom cause any workplace issues. This employee would receive middle-of-the road performance remuneration and/or pay increase.
- *Superior Performance:* the employee exceeds in their work by complying with policies while actively taking on extra duties, which mentor and interact with their team in a positive uplifting way, who share with management methods to improve the workplace and/or system, who attend meetings etc. This employee may receive up to the maximum allowed remuneration and/or pay raise

SHIFTS, HOURS WEEKLY, OVERTIME, TRAVEL:

- This is a full-time (40 hours) per week position but can be part-time (16-24 hours).
- Overtime may be required/mandatory depending on work load.
- Travel will be required to attend training etc. and could include overnight stays.

PHYSICAL REQUIREMENTS OF JOB TASKS:

Note: the “intermittent” – “Constantly” definitions cover all this section of physical requirements. You can reference the standing subsection, walking subsection etc. back to these definitions. All may be performed during initial or return fitness for duty testing, patient care situations or training sessions

INTERMITTENT is on an "on and off again" basis;

RARELY = <1 % of the time **FREQUENTLY** = 34 - 66% of the time

OCCASIONALLY = 1 - 33% of the time **CONSTANTLY** = 67-100% of the time

Percentage of work day and/or intermittence is noted if appropriate. **N/A denotes "not applicable."** Surface, body part involved, object used, weight, distance, and average/maximum times are noted below.

STANDING: Occasionally

WALKING: Occasionally

SITTING: Constantly

DRIVING: Intermittent

BALANCE: Intermittent

TWIST OR TURN: Occasionally

BEND/STOOP: Occasionally

CROUCH/SQUAT: Occasionally

CRAWL/KNEEL: Occasionally

PUSH/PULL: Occasionally

CARRY: Occasionally

USING HANDS, FINGERS, MAJOR JOINTS, REACHING, MOVEMENTS ETC:

SHOULDER TO OVERHEAD: Occasionally

WAIST TO SHOULDER: Occasionally

KNEE TO WAIST: Occasionally

FLOOR TO KNEE: Occasionally

EXTENSION/FLEXION: Frequently

HANDLING/GRASPING: Frequently

SPEAK/HEAR REQUIREMENTS: So as to function in an office

VISION REQUIREMENTS: So as to function in an office utilizing paper print, computer screens etc.

LIFTING and/or CARRYING:

1 -10 lbs. Frequently

11 - 20 lbs. Frequently

21 - 30 lbs. Frequently

31 - 50 lbs. Occasionally

51 - 75 lbs. Rarely

76 - > 100 lbs. Rarely

POSSIBLE JOB MODIFICATIONS:

A. *South Howell County Ambulance District reserves the right to modify this job description insofar as such modification does not violate Federal or State law/regulations, is retaliatory in nature and/or creates a hostile work environment for a protected class*

B. *This job description may be altered to reasonably accommodate a qualified disabled individual insofar as such accommodations are not cost prohibitive and the individual can meet the required accountabilities, competencies and physical requirements of the position*

C. *This job description in no way implies or is to be construed/interpreted to be an employment contract as the employee relationship is “at-will”. Meaning, the employee or District can sever ties with or without advanced notification or reason.*

Chief Human Resource Officer Job Description Acknowledgement

Review and signature section:

Employees are given several opportunities to review and understand the skill set job description.

- 1. Via our website and referenced on the application
- 2. When onboarding with human resources
- 3. Final review with signatures below

Reviewed and explained South Howell’s job description and its relationship with guiding documents and workplace culture. Any clarifying questions were addressed to the employee and my satisfaction.

Print, then sign name and date below:

Printed Employee Name:

Employee Signature:

Date:

Printed CEO:

Signature CEO:

Date:
