

Senior Director of Human Resources and Contract Management

Job Description

Position Title: Senior Director of Human Resources and Contract Management	Reports to: CEO and President
FLSA Status: Exempt	Work Schedule: Monday – Friday, 8 am - 5 pm
Pay Range: Salary Dependent on Experience	Department: Human Resources and Contract Management
Position Summary: The Senior Director of Human Resources and Contract Management reports to the Chief Executive Officer and President and serves as an integral member of the senior management team.	
<p>The Senior Director of Human Resources and Contract Management supports the CEO with oversight of human resources and contract management compliance in pursuit of the organization's strategic goals. As a non-profit organization receiving a majority of revenue from public funds and managing contractual obligations, including insight into financial goals and compliance, is a critical component of the position. Further, with a staff of 50+ people, leveraged by volunteers and workforce development programs, the position oversees and implements policies and procedures for the benefit of the individual and the organization.</p> <p>The successful candidate will be comfortable interfacing with board members, members of the leadership team, and working in close collaboration with the Finance Department.</p>	
<p>Essential Functions/Responsibilities</p> <p>Strategy, Vision, and Leadership:</p> <ul style="list-style-type: none">• Advise the CEO on contractual priorities, compliance, and policy matters in the interest of human resources and meeting regulatory obligations.• Serve as a management liaison to the Board; effectively communicate and present critical departmental matters at select Board of Directors and Committee meetings.• Contribute to the development of 211OC's strategic goals and objectives, as well as the overall management of the organization.• Maintain continuous lines of communication, keeping the President, CEO and CFO informed of all critical issues.• Represent the organization externally, as necessary, particularly in contract negotiations. <p>Supervisory and Team Development Responsibilities:</p> <ul style="list-style-type: none">• Identify, evaluate, and solve hiring challenges.• Mediate and suggest solutions to employee disputes.• Interview potential candidates and make hiring recommendations.• Compile information about compensation and benefits packages based on market data.• Work with other department heads to monitor each department and make recommendations.• Supervise and schedule staff in the department. Provide staff performance evaluations.• Promote a culture of high performance and continuous improvement that values learning and a commitment to quality.• Ensure staff members receive timely and appropriate training and development.• Establish and monitor staff performance and development goals, assign accountabilities, set objectives, establish priorities, conduct annual performance appraisals, and administer salary adjustments.• Mentor and develop staff using a supportive and collaborative approach; assign accountabilities; set objectives; establish priorities; monitor & evaluate results.	

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Human Resource Responsibilities:

- Assist CEO in strategic decision-making.
- Ensure employees follow all policies and procedures.
- Assess reports provided by the HR team, team leaders and operations managers to determine employee performance and training needs.
- Suggest changes in policies and procedures based on employee and company needs.
- Research compensation standards set by industry and governing bodies to create salary structures and administer employee benefits.
- Create recruitment plans, interview schedules and evaluation standards in accordance with HR methodologies and labor laws.
- Supervise all HR activities, communications, reports, requests and documents created and received by the team.
- Attend interdepartmental meetings with other managers.
- Oversee exit interviews and procedures.
- Liaise with contract partners for contract requests and modifications.
- Review planning process and suggests improvements to current methods.
- Implement and maintain an appropriate system of policies, controls, standards and procedures, including regular review and updates of the Employee Handbook.
- Develop a robust talent development and succession plan in alignment with functional growth strategies across the organization, including mentoring of staff.

Contract Management Responsibilities:

- Participate in the planning and coordination of the annual budget in conjunction with the President and CEO and the Finance Department.
- Deliver regular status reports to the President and CEO and the Board of Directors as requested by the President and CEO.
- Prepare and negotiate contracts, maintain a contracts database and oversee the contract drafting, approval and execution processes.
- Prepare, evaluate, and negotiate a wide variety of different contracts, including NDAs, customer purchase order terms and conditions, sales contracts and related amendments, and vendor and supplier contracts.
- Understand and analyze core contract terms, including potential risks involved with specific contract terms.
- Drive and administer contract lifecycle for the company.
- Communicate and present high-level summaries of contract terms to stakeholders, generate reports and metrics of executed and in progress contracts and manage deadlines for contract renewals and expirations.
- Coordinate with cross-functional departments to review contracts.
- Solve problems that may arise with contract related issues between third-parties and stakeholders.
- Provide analytical support to 211OC's internal management team, including development of internal management reporting capabilities.
- Improve administrative and operational contract management functions, including but not limited to, asset management tracking.
- Maintain full integrity of all contracts, ensuring organization policies and procedures, as well as state and federal laws and regulations, are followed. This includes ensuring on-going compliance with regional laws

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- and regulations and company policies, procedures and business objectives.
- Develop and lead the implementation of the organization's due diligence and risk management policies.
 - Oversee development and execution of robust training program to include compliance, required, and recommended trainings.
 - Develop a robust talent development and succession plan in alignment with functional growth strategies across the organization.
 - Compile and prepare reports as requested.
 - Ensure compliance with contractual obligations through observation, supervision, and testing.
 - Develop procedures that ensure collections are complete and current.
 - Perform other related duties as requested.

General Responsibilities:

- Ability to get to work on time
- Ability to follow directions
- Ability to effectively interact with coworkers
- Ability to understand and follow work rules and procedures
- Ability to accept constructive feedback
- Performs other duties as assigned.

Education and/or Experience Required

- Bachelor's degree required.
- Minimum 5+ years' experience in a senior management role, ideally with both external and in-house human resource and contract management experience gained in a high-growth organization.
- Experience either as an employee or Board member of a non-profit organization; must have experience with non-profit finance, government funding and contracts, and human resource policies.

Skills and Abilities

- Excellent judgment and creative problem solving skills, including negotiation and conflict resolution skills.
- Strong mentoring, coaching experience to a team with diverse levels of expertise.
- Entrepreneurial team player who can multi-task and work independently.
- Superior management skills; ability to influence and engage direct and indirect reports and peers.
- Self-reliant, good problem solver, results oriented.
- Energetic, flexible, collaborative, and proactive; a team leader who can positively and productively impact both strategic and tactical finance and administration initiatives.
- Exceptional written, oral, interpersonal and presentation skills and the ability to effectively interface with senior management, 211OC's Board of Directors and staff.
- Ability to operate as an effective, tactical, as well as strategic thinker.
- Must be organized, very detail-oriented, and able to multi-task and prioritize in fast-paced environment.
- Must have exceptional customer service skills.
- Excellent written and oral communication skills.
- Must be proficient in Microsoft Word, Excel, and PowerPoint.
- Strong organization, problem solving and analytical skills.
- Ability to manage priorities and workflow.

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- Ability to work under stress, with interruptions and deadlines.
- Ability to process verbal information and input this information into computer system.
- Ability to follow complex instructions.
- Ability to master basic math skills.
- Ability to think logically in following procedures and instructions.
- Ability to utilize KTime (HR information system).
- Passion for 211OC's mission and vision.

Competencies

All employees, in performing their respective tasks and duties, are to perform quality work within deadlines, with or without direct supervision; interact professionally with other employees, customers, and suppliers; work effectively as a team contributor on all assignments; and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

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.

Interpersonal Skills - Maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and obtains clarification; responds well to questions; participates in meetings.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.

Teamwork - 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.

Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration, regardless of status or position; accepts responsibility for own actions; follows through on commitments.

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.

Working Conditions

Physical Demands

The physical demands described here are representative of those the employee must meet 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 stand; walk; climb stairs; sit; use hands-to-finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stoop, kneel, or crouch.

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Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Employee's activities will be generally limited to office work. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

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COVID-19 considerations:

Initial training will occur remotely due to Covid 19, with onsite training as needed. We are continuing to work remotely and will make a determination at a later time with ample notice to all employees of any worksite location changes.

If you are interested in applying for this position, please email your resume with cover letter to HR@211oc.org.