

**Goodwill Industries – Big Bend, Inc.**  
**Job Description**

Job Title: **Director of Human Resources**

Department: Administrative Services

**Primary Function:** The Director of Human Resources is responsible for administering human resources policies, programs and practices and providing operational oversight and technical assistance to Goodwill management and HR staff in the area of human resources.

**Primary Responsibilities:**

1. Develop and implement Goodwill's human resources policies, programs and services, including recruitment, selection, retention, orientation, training, legal compliance, employee benefits, employee relations, employment practices and procedures, recordkeeping, employee communications and employee events.
2. Serve as internal consultant to Goodwill's management team, supervisors and employees on personnel issues that affect performance and business relationships.
3. Ensure that HR is staffed with human resource professionals able to maintain a high level of credibility as an effective and responsive internal consulting group;
4. Provide management and supervision to HR staff: recruiting, training, performance management, coaching, discipline, etc.;
5. Coordinate risk management and safety programs. Monitor workers' compensation claims and oversee Goodwill's Return-to-Work program;
6. Remain current on federal, state and case law changes and monitor labor law updates and newsletters for changes that affect human resources and the organization; Ensure that the organization's policies, procedures and practices comply with all federal, state and local regulations;
7. Oversee responses to questions and/or requests from EEOC, FCHR and other governmental agencies; Coordinate internal investigations and manage Goodwill's grievance procedures; Oversee responses to unemployment claims and represent Goodwill at hearings as necessary;
8. Consult with legal counsel as appropriate and/or as directed by the CEO on personnel matters;
9. Foster a work environment consistent with the values and mission outlined by Goodwill's leadership;
10. Provide regular reports to executive management as directed;
11. Perform other duties as assigned.

**Supervisory Responsibilities:** Human Resources and Risk Management staff

**Minimum Experience and Educational Requirements:**

1. Four year college degree from an accredited university (required);
2. Current SHRM Certification (required);

3. Significant, successful experience in the field of human resources management (minimum seven years);
4. Experience supervising a team of employees, including hiring/termination, discipline, performance management, training, etc.;
5. Any combination of experience and training that provides the required knowledge, skills and abilities.

**Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- Analytical—the individual synthesizes complex or diverse information.
- Problem solving—the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully
- Oral communication—the individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings.
- Delegation—the individual delegates work assignments, gives authority to work independently, sets expectations and monitors delegated activities.
- Leadership—the individual inspires and motivates others to perform well, accepts feedback from others.
- Management skills—the individual includes staff in planning, decision-making, facilitating and process improvement; makes self available to staff; provides regular performance feedback; and develops subordinates' skills and encourages growth.
- Quality management—the individual looks for ways to improve and promote quality and demonstrates accuracy and thoroughness.
- Judgment—the individual displays willingness to make decisions, exhibits sound and accurate judgment and makes timely decisions.
- Planning/organizing—the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Safety and security—the individual actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.

**Required Skills and Abilities:**

1. Demonstrates a high level of HR expertise (strong knowledge of the principles and practices of human resource administration) and decision-making skills; Knowledge of sound techniques in all aspects of employee management;
2. Excellent business writing and verbal communication skills; Must be able to present facts and recommendations effectively in verbal and written form;
3. Excellent organizational skills; Ability to manage multiple projects and meet deadlines; Ability to develop short and long-term plans and programs and to objectively evaluate work accomplishments;
4. Ability to supervise, motivate and lead a team of employees; Exhibits a willingness to be part of a team;

5. Computer literate – experience with Microsoft Office (Outlook, Word, Excel, PowerPoint, etc.);
6. Good work ethic – leads by example and devotes the time necessary to fully accomplish tasks; Ability to work under minimal supervision, follow instructions and comply with policies and procedures;
7. Continuously seeks to establish and maintain effective working relationships with other management staff, employees and the general public; Demonstrates honesty and trustworthiness in all activities and interactions with others; Exhibits a high level of confidentiality in all matters;
8. Willingness to support Goodwill's mission.

**Typical Work Conditions:** Primary duties are performed in an office environment. The noise level in the work environment is usually moderate. Regular travel to multiple worksites, seminars, training, etc. required.

**Required Skills and Abilities:**

1. Strong communication skills (verbal and written);
2. Strong knowledge of the principles and practices of human resource administration;
3. Knowledge of sound techniques in all aspects of employee management;
4. Knowledge of organizations and operations of administrative programs;
5. Ability to read, analyze and interpret common scientific and technical journals, financial reports and legal documents;
6. Ability to respond to common inquiries or complaints from employees, customers, regulatory agencies or the general public;
7. Ability to prepare articles for publication that conform to prescribed style and format;
8. Ability to present facts and recommendations effectively in verbal and written form;
9. Ability to develop long-term plans and programs and to evaluate work accomplishments;
10. Ability to establish and maintain effective working relationships with other management staff, employees and the general public;
11. Computer literate – experience with Microsoft Office, Word, Excel, PowerPoint;
12. Able to supervise, motivate and lead a team;
13. Good work ethic;
14. Ability to work under minimal supervision;
15. Ability to follow instructions and comply with policies and procedures.
16. Understanding of the basic philosophy of the Goodwill Industries, and the willingness to participate fully in the carrying out its mission;

**Typical Physical Conditions:** While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle or feel objects, tools or controls. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Typical Work Environment:** Primary duties are performed in an office environment. The noise level in the work environment is usually moderate. Employee will be required to travel between locations in company or personal vehicle.