



<b>Job Title:</b>	<b>Director of Human Resources</b>	<b>Department:</b>	<b>Human Resources</b>
<b>Reports To:</b>	<b>Executive Director</b>	<b>FT / PT</b>	<b>Full Time</b>

***NFCC is a 501(c) 3 nonprofit organization whose mission is to help ease hardship & foster financial stability in our community.***

**Job Summary:**

At NFCC, we are dedicated to our mission of empowering individuals and families to achieve financial stability. We are seeking a dynamic and strategic HR leader who will prioritize this mission by spearheading exceptional people programs for our team. The ideal candidate will be excited to both create and implement innovative HR strategies and manage the day-to-day HR operations with precision and care. This role is perfect for someone who thrives in a collaborative environment and is eager to make a meaningful impact on our organization and the communities we serve.

This position reports to the Executive Director and works in close partnership with our other Department Directors and the Board of Directors to achieve NFCC’s mission. This role will be responsible for Recruitment and Onboarding, Job Design, Employee Relations, Performance Management, Training and Development, Employment Compliance, Total Rewards, and Talent Management. For additional details, please see the responsibilities outline below.

**Job Responsibilities:**

- Create and manage recruitment, selection, onboarding and off boarding processes.
- Create employee relations programs that promote a positive working environment.
- Design and oversee performance management programs that help drive high performance and ensure thoughtful succession planning.
- Design and facilitate employee training programs and professional and leadership growth initiatives for all employees.
- Create and manage total compensation programs, including job descriptions, benefits design, salary structures, and annual reviews.
- Ensure NFCC’s employee handbook complies with all regulations, is kept up to date and that all managers and employees understand and comply with NFCC policies.
- Ensure all employee data is maintained in applicable HR Systems.
- Ensures that NFCC follows all employment compliance regulations, such as EEOC, FLSA, ADA, FMLA, OSHA, and DOL.
- Maintain HR metrics that support NFCC’s objective such as time to fill positions, turnover, employee relations matters, injuries, etc.
- Coordinate, approve and track requests for FMLA (and other absences), including reviewing and documenting eligibility, drafting the necessary letters and notifying the employee within the timeframe specified.
- Manage payroll to ensure all transactions are processed efficiently, including collecting, calculating, and entering data to maintain accurate payroll information.
- Support current and future business needs through the development, engagement, motivation, and preservation of human capital at NFCC.
- Attends NFCC events as needed.

### Job Requirements:

- People oriented and results driven, with a servant leadership style.
- Previous experience building employee relations programs that prioritize a positive workplace.
- Ability to prepare and analyze human resource metrics, including the ability to design compensation and benefit plans.
- Knowledge of HR systems and databases.
- Excellent active listening, negotiation, and presentation skills.
- Competence to build and effectively manage interpersonal relationships and resolve conflict at all levels of the company.
- Able to maintain strict confidentiality regarding any sensitive situations involving employees or NFCC including but not limited to payroll, hiring / termination processes, legal issues, donor information, audits or board matters.
- In-depth knowledge of all employment regulations.
- Attends continuing education courses, conferences, lectures, and webinars to stay up to date on current trends, topics and new regulations.
- Member in a local organization chapter for HR professionals to network in the Non-Profit and For-Profit industries.
- Demonstrated ability to meet deadlines and prioritize simultaneous requests.
- Criminal background check clearance.
- Negative drug test screening.

**Education and Experience:** Bachelor's degree in human resources or related field. At least 5 years of Human Resources experience, preferably across multiple HR disciplines. Previous non-profit experience will be given preference.

### Job Competencies:

- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.
- **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- **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.
- **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.
- **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.
- **Judgement** - 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.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **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.
- **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.

- **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.
- **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.

**Physical Demands and Work Environment:** Work is performed indoors in an office setting sitting in front of a computer 80% of the time. Must be able to lift, push or pull up to 10lbs.

**EEO Statement:** NFCC is an Equal Opportunity Employer, NFCC does not discriminate based on race, religion, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disabilities, national origin, veteran status, or any other basis protected by the law. All employment is decided based on qualifications, merit, and business need.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To apply, please submit a cover letter and resume to [sholiday@nfcchelp.org](mailto:sholiday@nfcchelp.org) and [jdoolen@nfcchelp.org](mailto:jdoolen@nfcchelp.org).