



## **JOB DESCRIPTION**

**Position Title:** Human Resources/Operations Manager

**Department:** Finance and Administration

**Manager:** CFO

Health Resources in Action is a non-profit, public health and medical research funding organization based in Boston, Massachusetts whose mission is to help people live healthier lives through prevention, health promotion and support of medical research. Be part of an exciting organization that works with communities in the Boston area, New England, and across the country to identify and address health issues in innovative ways. HRiA is a fast paced, energetic, non-profit organization with approximately 85 dedicated staff members.

### **POSITION SUMMARY:**

The Human Resources/Operations Manager will develop and administer all human resource initiatives and provide HR support to all departments. He/she will also be responsible for the office and operations management of the organization. By developing and implementing various systems and maintaining positive relationships with vendors, clients, and internal staff, the Human Resources/Operations Manager will help HRiA to function effectively and efficiently.

### **DUTIES AND RESPONSIBILITIES:**

#### **Human Resources**

- Research, implement and administer all company benefit plans.
- Maintain all personnel policies and procedures and provide guidance and interpretation to staff.
- Maintain in-depth knowledge of legal requirements related to HR, reducing legal risks and ensuring regulatory compliance.
- Maintain knowledge of industry trends and make recommendations to Management Team and Board of Directors for improvement of organization's policies, procedures and practices on personnel matters.
- Employee Relations: point person for all staff regarding HR matters.
- Conduct full-cycle recruitment of new employees, including placing advertisements, developing contacts with recruiting sources, interviewing, consulting with internal hiring managers and managing orientation and on-boarding process.
- Develop and maintain human resources systems that meet HRiA personnel information needs.
- Consult with line management providing HR guidance when appropriate.
- Manage staff training/development program.
- Identify and work with external HR consultants and attorneys on special projects as needed.

- Maintain all personnel files.
- Oversee performance evaluation procedures.
- Act as back-up to Staff Accountant for payroll processing.
- Serve on several internal committees including Worksite Wellness and Diversity.

### **Operations Systems Development and Management**

- Manage and oversee office services functions including office equipment, supplies and vendors.
- Supervise Receptionist/Office Assistant and Codman Office Manager.
- Work approximately 10% - 20% of time from satellite office in Codman Square.
- Update and maintain operations manuals.
- Play leading role in office space management, including the anticipation of office space needs and managing office moves.
- Serve as contact person for employees and vendors regarding office operations.
- Track staff requests pertaining to operations and liaise with building property manager regarding tenant-landlord issues.
- Maintain current professional insurance policies and act as point person for insurance certificate requests from staff, vendors and clients.
- Serve as purchasing agent for organization.
- Communicate with real estate advisors, brokers and building management regarding lease negotiations.
- Serve as contact person/back-up to IT Director for emergencies.

### **QUALIFICATIONS:**

- BA degree in Business Administration or related field.
- Minimum of 5 years experience in a Human Resources Generalist capacity.
- Minimum of 5 years experience in Office Management or Operations Management.
- Working knowledge of MS Office, HRIS database. Accounting software knowledge a plus.
- PHR/SPHR certification a plus
- Strong written and verbal communications skills.
- Ability to present to Senior Management team and Board of Directors.
- Strong interpersonal skills and adept at employee relations including conflict resolution.
- Client focused, customer service disposition.
- Demonstrated ability to prioritize multiple projects simultaneously and exercise confidentiality.
- Highly organized and self-motivated.
- Demonstrated commitment to working with a diverse staff.
- Non-profit and/or human services background desirable but not required.
- Knowledge of payroll software, a plus.

This description is intended to indicate the kinds of work duties that will be required in this position. It is not intended to limit, or in any way modify, the rights of any supervisor to assign, direct, and contract work of staff under his/her supervision. The use of a particular illustration describing duties shall not be held to exclude other duties, not mentioned, that are of a similar level or difficulty.

Diversity in organizational practices is a core value of HRiA resulting in culturally competent services, materials, resources, and programs. Our hiring and business practices appreciate the strengths offered through different backgrounds.

Please forward cover letter, resume and salary requirements to:

[jobs@hria.org](mailto:jobs@hria.org)

or

Human Resources

Health Resources in Action

95 Berkeley Street, Boston, MA 02116.