



Job Description

Job Title:	Director of Human Resources
Department:	Human Resources
FLSA Status:	Exempt
EEO Category:	First/Mid-Level Officials and Managers
Reports To:	Chief Operating Officer
Date Created/Revised	9/2025

Job Summary:

The Director of Human Resources oversees HR policy and procedure and all related HR functions, including Talent Management, Benefits Administration, Employee Relations, Performance Management, HRIS Administration and Legal Compliance. Supervises the HR team while ensuring compliance with employment law and promoting HR best practices. Supports the leadership and management teams by providing HR guidance and counsel as needed.

Essential Job Functions/Responsibilities:

- Collaborates with the leadership team to further the organization's goals and objectives through human resources management and development.
- Develops and implements HR policy and procedure, processes, and program initiatives to support the organization's human resource compliance requirements and strategic goals and objectives.
- Provides leadership for the HR team and departmental functions, including but not limited to: staffing and talent management, compensation and benefits administration, leave administration, performance management, occupational health and safety matters, and employee recognition and training activities.
- Maintains current knowledge of industry trends, best practices, employment laws, regulatory changes and new technologies in order to implement changes in policy, procedure, practices, and maximize resources.
- Responds to employee complaints and concerns and conducts internal investigations as necessary; consults with members of the management team to resolve employee relations issues.
- Provides guidance to managers during the employee disciplinary process and oversees termination proceedings.

- Oversees the recruitment and onboarding process; develops and implements best practices for staff hiring and talent management.
- Files the annual EEO-1 Report and ensures compliance with other Federal and State regulatory and reporting requirements.
- Provides oversight for the PBHG retirement plan and participates in the annual audit and filing of Form 5500 and related documentation.
- Responsible for responding to Unemployment Claims in a timely manner and working with outside agencies, i.e. UST or the DOL, Division of Unemployment.
- Participates on the Employee Health and Safety Committee, oversees Workers' Compensation matters and ensures compliance with OSHA requirements.
- Reviews exit interview data to determine reasons behind employee separations, obtain constructive feedback and identify opportunities to improve employee retention.
- Leads the employee annual performance review process and assists managers with performance-related documentation as needed.
- Facilitates professional development, training, and certification activities for HR and other PBHG staff.
- Develops, reviews and analyzes reports and metrics from the organization's human resource information system (HRIS) to address workforce management needs.
- Assists in the development and revision of job descriptions as needed.
- Interfaces with and serves as liaison with benefits brokers, legal consultants, auditors, retirement plan administrators, etc. to achieve departmental objectives.
- Represents PBHG during employee-related hearings or claims, such as Unemployment, Wage and Hour, EEOC, and works with counsel accordingly.
- Responsible for proper employee records management and the security and content of all personnel records.
- Performs other related duties as required.

Minimum Qualifications:

- **Education:** Bachelor's degree in Human Resources or related field, Master's degree preferred.
- **Licensure:** SPHR or SHRM-SCP preferred.
- **Experience:** Five or more years of experience in a Human Resources managerial role; some non-profit and/or healthcare experience preferred.

Knowledge, Skills, and Abilities/Competencies:

- Superior verbal and written communication skills necessary.
- Excellent decision-making and problem-solving skills required.
- Solid leadership abilities and strong interpersonal skills necessary.

- Computer proficiency and solid HRIS experience and skills (ADP a plus).
- Demonstrates the ability to follow policies and procedures as outlined in the HR Manual and Employee Handbook and organizational policy and procedure.
- Must be able to attend at least two quarterly Agency meetings per year.

Supervisory Responsibilities: HR Generalist, Talent Acquisition Specialist, Benefits Specialist, Credentialing Specialist

Additional Duties & Responsibilities:

- Attends all required trainings and meetings as directed.

Physical Requirements	Frequently (50% or more)	Usually (26-49%)	Rarely (1-25%)	N/A
Sitting				
Operating Motor Vehicle				
Lifting <10 lbs.				
Lifting >10 lbs.				
Standing/Walking				
Climbing				
Bending/Stooping				
Other:				

Employee signature below indicates understanding of the essential job functions and responsibilities of the position.

Signature

Date