



**Boys and Girls Clubs of Metro South**  
**Job Description**

**TITLE:** Human Resource Manager  
**JOB FAMILY:** Administration  
**FLSA STATUS:** Non-Exempt  
**REVISED:** January 2025

**POSITION SUMMARY:**

The Human Resource Manager will primarily support the Senior Director of Human Resources. The Human Resource Manager will play a critical role in the day-to-day people-related operations within the Clubs and within the HR team. This role will coordinate many of the HR activities but also partner with the rest of the HR team to support the everyday needs of employees. Activities include managing the daily employee lifecycle processes and regularly interact with employees. You should be able to demonstrate a great degree of empathy, while also being resolution and results-driven.

**ESSENTIAL FUNCTIONS:**

- Provides expertise on a broad and comprehensive range of human resources activities including recruitment, compensation, benefits administration, performance management, talent development, employment transactions, policy compliance, and other related HR functional areas
- Provides advice to management regarding adherence to applicable federal, state, and local laws, as well as policies and procedures and collective bargaining agreements; identifies innovative solutions and options to address complex human resource management issues
- Maintains knowledge of Club policies, processes, and resources
- Approves personnel actions to include, but not limited to, compensation and classification changes, personnel transactions, benefit changes and other related HR transactions
- Reviews and verifies incoming and outgoing documentation for completeness, accuracy, and compliance with established policies and procedures
- Assists with projects to improve the quality of HR services provided
- Assists in the planning, development, and modification of human resources programs to better serve the needs of the Club
- Organizes workflow and maintains order in such a way that meets internal and external expectations. This will require juggling multiple projects and managing numerous deadlines in an environment where business needs may change, and priorities may require constant reshuffling
- Processes all documents and employee information in the HRIS system in a timely fashion by keeping employee records up-to-date

- Processes benefit paperwork (e.g., cobra notifications, insurance enrollment applications, etc.)
- Assists in the development, implementation, and/or delivery of training on personnel policies, procedures, and practices
- Processes initial unemployment responses and represents the Club in unemployment hearings
- Conducts investigations as required
- Manages worker's compensation claims and accident reports; processes year-end reporting

#### **QUALIFICATIONS:**

- Superior organizational skills, attention to detail, and project management experience, including the ability to work efficiently and effectively to meet deadlines in a cross-functional, team-based environment.
- Demonstrated resource management, budgeting, and analytical skills – including the ability to compile and analyze data for planning and reporting purposes.
- Technological proficiency, including a command of the Microsoft Office Suite, and familiarity with using a database to track and extract information.
- Exemplary communication skills (written and verbal) are needed, including the ability to present in front of large groups, interact with and motivate stakeholders, represent the organization at community events and meetings, and write professionally in emails, etc.
- Ability to relate effectively to diverse groups of people (staff, families, youth, etc.) and a track record of building and sustaining meaningful relationships with individuals and teams from all socioeconomic backgrounds.
- Commitment to professionalism including high expectations and standards of quality, a strong work ethic and personal code of ethics, accountability, and dependability.
- Self-motivated and goal-oriented with the ability to set effective objectives for teams and individuals and take ownership for results.
- Demonstrated commitment to the values of diversity, inclusiveness, and empowerment.
- Willing to provide leadership daily in a normal eight-hour day and occasional night and weekend hours. This position does provide for remote work options.
- Certifications: As outlined in BGCMS Training Academy upon hire or within allocated training timelines.
- This position requires a valid driver's license and will require frequent local travel.

#### **BOYS & GIRLS CLUB CORE COMPETENCIES:**

**Engaging Community:** Builds bridges beyond our walls to ensure our Clubs' work is community-focused, welcoming of all, and providing wide-reaching community benefits.

**Inclusion:** Values all people (members, families, staff, volunteers, donors, partners, etc.) for their unique talents, and takes an active role in promoting practices that support diversity, equity, inclusion, and global work, as well as cultural competence.

**Communication & Influence:** Listens to understand and expresses self effectively (in written and verbal communications) in ways which engage, inspire, inform, and build commitment to our mission.

**Program/Project Management:** Ensures program/project budgetary and impact goals are achieved.

**Innovation:** Creates and implements new and relevant approaches and activities that improve and expand the Clubs' work and impact in the community and on members.

**Developing Self & Others:** Develops self (skills and actions) and supports others (e.g., staff, volunteers, members), both formally and informally, to achieve their highest potential.

**Teamwork & Cooperation:** Demonstrates ability to work productively and cooperatively with others at all levels to achieve individual and collective goals for impact.

Understands and manages external emotions effectively in all situations.

**PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:**

The physical demands of this position are limited and, as such, reasonable accommodations may be made to enable individuals with physical disabilities to perform essential functions of this position.

**WAIVER:**

I have reviewed the above job description and understand my responsibilities as described:

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The Boys & Girls Clubs of Metro South reserves the right to change and/or modify the job requirements, responsibilities, and qualifications for this position to meet changing business needs. Further, nothing in this description is intended to represent all functions, duties, and responsibilities of the associate holding this job title, or to alter the at-will nature of their employment.

Understood and Agreed To:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_