



| | |
|-------------------|--------------------------------|
| Job title | <i>Human Resources Manager</i> |
| Reports to | <i>Operations Manager</i> |

Job Purpose

The HR Manager is responsible for leading and executing human resources strategies that support SiteLine Services' overall business plan and strategic direction. This role involves overseeing HR functions, including recruitment, employee relations, compliance, training, all benefit management, and policy management. The primary goal is to build and maintain a thriving workplace culture by consistently supporting, developing, and administering people-focused policies and initiatives. The HR Manager must promote the company's core values across all departments.

Duties and Responsibilities

The HR Manager is a hands-on leadership role requiring strong interpersonal skills, sound judgment, and a comprehensive understanding of HR best practices, compliance, and strategic business alignment. The HR Manager plays a crucial role in developing SiteLine Services' workforce, ensuring legal compliance, and fostering a high-performance culture.

Duties include, but are not limited to:

- **Leadership and Strategy:**
 - Provide leadership and strategic HR direction in alignment with SiteLine Services' mission, vision, core values, and goals.
 - Lead organizational change initiatives and contribute to company-wide projects requiring HR expertise.
 - Foster a workplace culture rooted in accountability, inclusivity, safety, and performance.
- **Recruitment and Staffing:**
 - Oversee end-to-end recruitment, onboarding, and retention strategies.
 - Partner with department managers to forecast hiring needs.
 - Ensure a smooth and positive candidate and onboarding experience.
 - Design and execute employer branding strategies to attract top talent in competitive markets.
 - Maintain a pipeline of qualified candidates for recurring and hard-to-fill positions.
 - Track recruitment metrics (time-to-fill, cost-per-hire, etc.) to evaluate hiring effectiveness.
 - Leverage data analytics and market research to inform hiring decisions and salary recommendations.
- **Employee Relations and Compliance:**
 - Support management and employees with conflict resolution, performance coaching, and interpretation of HR policies.
 - Manage disciplinary processes in compliance with legal and ethical standards.
 - Maintain up-to-date knowledge of state and federal labor laws.
- **Compensation and Benefits:**
 - Administer compensation systems and employee benefits programs.
 - Serve as the liaison between employees and benefits providers.
 - Assist with annual compensation planning and benchmarking.
- **Training and Development:**
 - Coordinate employee training and development programs.
 - Identify learning needs and support professional growth across the organization.
 - Promote initiatives related to employee engagement and retention.

- **Policy and Procedure Management:**
 - Develop, implement, and maintain company policies and the employee handbook.
 - Ensure consistent communication and training around HR policies.
 - Support internal investigations and document findings.
- **HR Systems and Reporting:**
 - Maintain HRIS records and ensure data accuracy.
 - Generate reports and insights to support strategic decision-making.
 - Continuously improving HR processes through systems and automation.
- **Culture:**
 - Design and lead company-wide cultural initiatives, such as team-building events, wellness campaigns, recognition efforts, and all company events
 - Develop strategies to maintain and evolve a positive, inclusive, and high-performance culture.
 - Integrate cultural alignment into recruitment and onboarding processes.
 - Identify and address gaps in leadership practices that negatively affect workplace culture

Qualifications

Qualifications include:

- Minimum 5 years of HR experience, with 2+ years in a leadership role.
- Bachelor's degree in Human Resources, Business Administration, or a related field.
- SHRM-CP or PHR preferred.
- Strong understanding of employment laws, HR best practices, and HRIS platforms.
- Excellent communication and interpersonal skills.
- High integrity and ability to handle confidential information.
- Demonstrated ability to lead and support others.
- Outstanding organizational and leadership abilities.
- Exceptional decision-making and problem-solving skills.
- Strong moral and ethical principles.
- Excellent verbal and written communication skills.

Working Conditions

The HR Manager may work in both office and field environments. Occasional travel to satellite locations, recruitment events, or training sites may be required. Must be able to sit, stand, and work at a computer for extended periods. Exposure to sensitive employee issues, confidential information, and urgent business matters is a regular occurrence.

Direct Reports

This position may oversee HR support staff depending on organizational needs and structure.

Key Performance Indicators

- Maintain 100% compliance with federal and state labor law postings and audits.
- Ensure an average of ≤ 10 business days from requisition to candidate interview.
- Maintain employee satisfaction score ≥ 85% in internal surveys.
- Complete 100% of annual performance review cycles within scheduled timelines.

- Maintain HRIS data accuracy at $\geq 98\%$.
- Ensure 100% completion of mandatory employee training within deadlines.
- Meet internal hiring goal for all open requisitions within 60 days or less.