

FOUNDATION FOR THE CAROLINAS

Title: E4E Relief Human Resources Manager Division/Department: Human Resources

Reporting To (title): Assistant Vice President, Human Resources

FLSA Classification: Exempt Non-Exempt

Employment Type: Full Time Part Time Intern Temporary/Contract

POSITION SUMMARY

E4E Relief, the nation's leading provider of employee disaster and hardship relief funds, a subsidiary of the Foundation For The Carolinas, is seeking qualified candidates to join our team as a Human Resources Manager. For over 20 years, E4E Relief has been the leading provider of unique, charitable business solutions to respond to crisis and hardships quickly and efficiently. We empower companies and employees to respond to crisis by providing a global, charitable solution in times of catastrophic and unexpected need. Our hope is that the solution provides a heartfelt response to a stronger connection between a company and employees affected by crisis.

The Human Resources Manager provides support to 45+ employees (and growing) for various Human Resource related needs and employee programs. Responsibilities include but are not limited to hiring, onboarding, payroll support, talent and performance management, policy development, training, and employee relations. This position will support the E4E Relief leadership team in maintaining a positive and collaborative work culture. This position will work closely with the E4E Relief leadership team and the FFTC HR department.

DUTIES & RESPONSIBILITIES

TALENT MANAGEMENT

- Support E4E Relief hiring process, promotions, internal transfers, job descriptions and understanding of organizational hiring/future resource needs, in coordination with the FFTC HR Department
- Manage onboarding and offboarding of employees, including orientation and training, in conjunction with FFTC HR Department, for administration of personnel files, background checks, DISC assessments, exit interviews and HRIS update, if needed.
- In partnership with FFTC, ensure that the new hire orientation process introduces new employees to the E4E Relief and FFTC cultures.
- Seek feedback and make recommendations regarding employee engagement practices necessary to promote a high level of employee morale, motivation, and recognition (e.g. anniversary milestone program, staff lunches, holiday gifts/cards), as determined.
- Oversee the agenda setting and deliverables for the Leadership Stand Up Meetings, All Staff Meetings and other employee meetings as assigned.
- Prepare employee communications, timelines and deadlines, forms and reports for annual goal setting, mid-year reviews, year-end performance reviews, timecard approvals, and payroll processing.
- Promote the effective use of performance management, professional development processes/training to improve and enhance employee development and achievement.
- Assist supervisors with promotions and understanding of talent management and talent development.
- Create training program for E4E Relief team members, coordinated with FFTC overall training and department and job specific trainings.

- Supervises assigned direct reports and works to develop skills and competencies; maintains high morale, team retention and productivity; accountable for required managerial tasks.

EMPLOYEE RELATIONS

- Provide following duties in collaboration with FFTC HR Department (for legal & compliance purposes):
 - Provide counseling and direction to team members, facilitate communication, and help.
 - Investigate and resolve conflicts that impact team member engagement; manage complaints and participate in the resolution of issues.
 - Facilitate an open-door policy, and appropriately escalate employee relations issues.
 - Ensure performance correctives and disciplinary actions are written appropriately, conducted in a timely manner, and follow the appropriate resolution or termination guidance.
- Act as the first line of contact for team members regarding all HR-related questions.
- Build effective business relationships with all teams/departments to understand teams and HR processes within functional areas.
- Work closely with FFTC HR Department to ensure documentation and communication is consistent with internal policies and procedures

HR COMPLIANCE, POLICIES, & PROCEDURES

- Maintain compliance with federal, state, and local labor/employment laws and regulations and other standard HR benefits, policies, and procedures.
- Conduct Exit procedure (initiates deactivation checklist, exit interviews and separation letter details).
- Assist in the implementation of HR and payroll policies and disseminates critical HR policy information.
- Plan, prepare and participate in staff and other meetings as needed to remain informed and ensure an excellent level of support is provided across the organization.
- Support FFTC wellness programs, E4E Relief benefit enrollment communication and changes/updates.
- Conduct annual compliance training.
- Reviews and maintains employee records, personnel files, and employee documentation (background checks, I-9 Forms, etc.) in compliance with applicable legal requirements and FFTC's policies.
- Conduct internal control audits of HR processes for E4E Relief
- Works with FFTC HR Department for required E4E Relief documentation needed for client audits, SOC-1 reporting etc.
- Maintains records for any active temps and contractors.
- Provides quarterly reports for the HR Dashboard.
- Assists FFTC HR with handbooks for benefits, policies, and Family and Medical leave programs.
- Execute other projects related to HR, administrative support, or other areas as requested.
- Keep process documentation up-to-date and provide continuous training for new hires and current employees on any updates and improvements to processes.
- Create, review, and update human resources documents, such as organizational charts, and directories, or performance evaluation forms to ensure human resources process and program efficiency.
- Participate and collaborate in FFTC HR meetings, as needed

PAYROLL/COMPENSATION:

- Assist FFTC HR Department with time sensitive payroll and compensation information, as needed.
- Develop and provide E4E Relief employees with the Annual Compensation Summary.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for the position. Other duties, responsibilities and activities may change or be assigned at any time with or without notice, for E4E Relief and/or FFTC work.

JOB QUALIFICATIONS

- Bachelor's degree required; HR certification strongly preferred
- Minimum of 5 years of job-related experience, preferably in a HR Manager or Generalist role
- Proficiency in using a variety of computer software applications, especially MS Excel and Word
- Must use considerable tact, diplomacy, and judgment with confidential information
- Prior experience supervising employees preferred. Strong interpersonal skills to handle sensitive and confidential situations and documentation
- Excellent communication skills, verbal and written
- High level of accuracy and attention to detail
- Ability to multi-task, be adaptable to change and company culture, work under pressure, and maintain deadlines with a high level of confidentiality and sense of urgency with a customer-focused approach
- General ability to perform the essential functions and overall physical and mental requirements of this position, including stamina to perform tasks over extended periods and ability to occasionally move about to accomplish tasks or move from one worksite and/or workstation to another

POSITION SPECIFIC COMPETENCIES

Select from the following position-specific competencies. Please limit the total number of competencies to 7 or less.

All Employees: Communication & Interpersonal Skills

Executive Team: Leadership Strategic Thinking Fiscal Stewardship

All Supervisors: Delegating Responsibility & Empowering Employees Managing Employee Performance Ensures Consistent Policies & Practices

General:

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| <input type="checkbox"/> Affiliate Management | <input type="checkbox"/> Budgeting & Cost Awareness | <input type="checkbox"/> Building Organizational Commitment |
| <input type="checkbox"/> Building Team Environment | <input type="checkbox"/> Client Records | <input checked="" type="checkbox"/> Concern for Employee Satisfaction |
| <input type="checkbox"/> Customer Skills | <input checked="" type="checkbox"/> Dependability | <input type="checkbox"/> Ensures Proper Training in New Technologies |
| <input type="checkbox"/> Entrepreneurial Orientation | <input type="checkbox"/> Equipment Skills | <input type="checkbox"/> Fund Management |
| <input type="checkbox"/> Implementing New Technologies | <input type="checkbox"/> Initiative | <input type="checkbox"/> Innovative Thinking |
| <input checked="" type="checkbox"/> Job Skills | <input type="checkbox"/> Managing Meetings | <input checked="" type="checkbox"/> Managing Multiple Priorities |
| <input type="checkbox"/> Meeting Targets | <input type="checkbox"/> Presentation Skills | <input type="checkbox"/> Product Knowledge |
| <input type="checkbox"/> Productivity | <input type="checkbox"/> Project Management | <input checked="" type="checkbox"/> Quality of Work |
| <input type="checkbox"/> Relationship Building/Networking | <input type="checkbox"/> Results Oriented | <input type="checkbox"/> Technical Skills |
| <input type="checkbox"/> Time Management | <input checked="" type="checkbox"/> Training & Development | <input type="checkbox"/> Writing Skills |