

## POSITION DESCRIPTION

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**JOB TITLE:** Assistant Director of Human Resources

**DEPARTMENT:** HUMAN RESOURCES

**SALARY RANGE:** Grade 9; Beginning Salary \$58,798

**FLSA:** EXEMPT

**IMMEDIATE SUPERVISOR:** DIRECTOR OF HUMAN RESOURCES

**SCHEDULE DETAILS:** FULL-TIME/12-MONTH POSITION/PUBLIC SCHOOL RETIREMENT SYSTEM OF MISSOURI

**DATE OF LATEST REVIEW/REVISIONS:** November 2024

### **What we are looking for:**

The primary function of the Crowder College Human Resources Team is to care for each of our employees. We do this by striving to provide the utmost best customer service and always looking for opportunities to enhance our current practices. The Assistant Director of Human Resources has a passion for serving others, understands how to navigate and mitigate difficult interactions, loves working amongst a busy human resources team, and feels joy from helping an employee during their employment journey and in difficult situations.

The Assistant Director of Human Resources will play a crucial role in overseeing and enhancing various HR operations within the institution comprised of almost 400 full-time employees and 70 part-time. Under the general direction of the Director of Human Resources, this position will focus on employee classification and compensation, performance management, employee relations, total rewards, and compliance reporting while closely collaborating with the HR Director to enforce company policies and procedures. The Assistant Director will work in partnership with the entire HR team to manage the daily operations of the HR Office.

The responsibilities of the Assistant Director will vary based on the needs of the institution and priorities. Key priorities include:

- Provides support and guidance to staff on complex, specialized, and sensitive HR issues, which may involve administering and executing tasks in delicate situations such as reasonable accommodations, allegations of wrongdoing, leave administration, and disciplinary actions.
- Assists the HR Director in solving challenges in the workplace arising from policy, regulations, contracts, or practices.
- Collaborates with the HR Director on investigations related to employee misconduct, Title IX, and Title VII ensuring compliance.
- Strategically partners with the HR team to enhance the onboarding and offboarding journeys of employees.
- Monitor and maintain compensation and classification standards according to FLSA regulations.
- Collaborating with the HR team to issue annual employment contracts and wage agreements.
- Analyze compensation and benefits trends and work with the Finance division and HR Director to ensure pay equity and salary grade adjustments.
- Assisting the HR Director in overseeing the annual contract process, including working with Vice Presidents to review contract stipulations for all faculty and staff.
- Independently consult and partner with the HR Director on a broad range of workplace issues including performance management, progressive discipline, terminations, discrimination/harassment, and conflict resolution.
- Assist in gathering, inputting, and analyzing data related to turnover and exit interviews.
- Partner with payroll/finance to ensure efficiencies and compliance.
- Ensures the accuracy of all benefit enrollment in Employee Navigator and partners with Insurance Brokers during annual open enrollment.

- Ensuring compliance with federal, state, and local employment laws and regulations, while reviewing policies and practices such as the employee handbook alongside the HR Director.
- Staying updated on trends, best practices, regulatory changes, and innovations in human resources, talent management, and employment law.
- Assisting the Human Resources team with annual compliance reporting data compilation including WIOA and IPEDS.
- Oversee the total rewards annual package and compliance.
- Process and administer all FMLA leave-of-absence requests and oversee ADA compliance in conjunction with the HR Director.
- Responds to retirement plan inquiries from managers and employees relating to enrollments, plan changes, and contribution amounts.
- Assists with the open enrollment process
- Provides necessary reports for retirement, billing, and monthly reconciliation of benefit invoices and submits requisitions for benefit premium payments
- Utilizes the College's Health Insurance TPA site to manage the process of employee benefits online
- Manages the Educational Loan and Educational Attainment process for the College
- Evaluate accident reports, ensuring the timely processing of medical bills, review medical reports, witness statements, department investigation results, and other documentation. Compiles facts and data regarding accident reports and filed cases.
- Handles general retirement planning questions and acts as a liaison between the retirement office and the college partnering with the Payroll Coordinator to handle all retirement billing and reconciliation
- Acts as the backup to the Human Resources Director and receptionist for the HR department
- Follows, creates, and maintains the college's ability to be compliant related to Benefits and Training.
- Representing Human Resources on institutional committees as assigned.
- Performing other related duties as needed.

#### **Required Knowledge, Skills & Abilities**

- Bachelor's Degree in Human Resources, Business Administration, or a related field.
- A solid understanding of and interest in current dynamics, challenges, and developments within the Human Resources field.
- Ability to adapt to changes in personal, social, and professional environments, demonstrating flexibility in professional responsibilities.
- High integrity, professionalism, and confidentiality in all dealings.
- Strong capability to establish and maintain positive working relationships with employees and the public.
- This role is vital to fostering a professional work environment, supporting a strong team ethic, and ensuring excellent customer service within the HR department.

#### **Preferred Knowledge, Skills & Abilities**

- Three to five years of Human Resources experience
- Compliance reporting, benefit management, FLSA oversight and investigation experience preferred.

#### **Equipment/Software**

- Information Technology abilities required:
  - Ability to operate a computer using Windows environment.
  - Ability to operate a computer within the Crowder College network environment.
  - Ability to utilize email.
  - Ability to utilize Microsoft Office.
  - Ability to utilize and perform functions within an HR Information System.

#### **Positions Supervised**

- None

**Working Environment**

- Generally, indoors in a normal office
- Normal college working hours but adjustment of hours involving evening and/or weekend work may be required.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Physical**

- Generally sedentary work but will involve mobility within the campus and various sites, light lifting, and physical activities may be required during annual events.
- Input, access, and distribute information using computers.
- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; stoop, kneel, or crouch; and talk or hear. Specific vision abilities required by this job include close vision.
- The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Creative and Analytical Skills**

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to devise or modify methods or processes to solve specific problems.
- Ability to plan, develop, and implement necessary policies and procedures related to HR.

**Language/Communication Skills**

- Ability to communicate effectively with a variety of people, including staff, students and the general public, in both written and oral mediums.
- Ability to interact with a broad range of people both on and off campus in a positive manner.

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