

Position Title: Human Resource Director

Date Posted: 2-22-2023

Branch Location: 3767 Sparks Drive SE, Grand Rapids, MI 49546

Reports To: CEO

JOB SUMMARY

The primary purpose of this position is to assist Preferred Credit Union in achieving our vision to become the preferred financial partner of our members for their primary banking needs.

The primary functions is to manage the day-to-day human resource functions of the credit union with primary emphasis in areas of policy development, wage and salary administration, performance appraisal programs, employee relations, employee benefits, recruitment & retention strategies, organizational development, record compliance, reports and statistics. Ensures all human resource programs comply with local, state and federal regulations.

RESPONSIBILITIES:

- Responsible for employee payroll processing, review and recordkeeping, in adherence with local, state and federal laws and human resource best practices.
- Maintains the work structure by updating job requirements and job descriptions for all positions.
- Performs routine tasks required to administer and execute human resource programs, including but not limited to: compensation, benefits and leave; disciplinary matters, disputes and investigations; performance and talent management; productivity, recognition, morale; occupational health and safety; and training and development.
- Compile and review data for annual reporting and audit requirements, including 401k annual compliance testing, 401 audit, annual business audit, Workers Compensation audit, W2 & ACA reporting.
- Processes and administers all leave of absence requests, including medical, personal, disability and FMLA. Effectively interprets FMLA and ADA implications as they relate to leaves of absence/disabilities. Maintains working knowledge of all types of leave procedures and ensures compliance with federal and state regulations for FMLA and ADA.
- Stays current with state unemployment procedures; prepares and maintains employment reports.
- Guides the administration of employee benefits, vacation and leave tracking to include medical, dental, vision, 401k, FMLA (as required by law), ADA and short & long term disability.
- Assist employees with questions regarding payroll, benefits, policies, etc.
- Manage unemployment claims, garnishments, etc.
- Complete verification of employment requests.
- Recruit quality applicants for vacancies, ensuring that the credit union is adequately staffed with competent employees.
- Oversee development and administration of new employee orientation and/or exit interview.
- Counsel management and employees in the interpretation and application of human resource policies and procedures, and implement effective employee relations.
- Oversee training and development programs that meet the needs of the staff and management, and that meet the objectives of the credit union.
- Advise managers on desired corrective and disciplinary actions, offering alternatives and objective solutions.
- Develop, recommend and implement personnel policies and procedures. Prepare and maintain handbook on policies and procedures. Provide guidance on managing policies.
- Manage workers compensation claims & abide by OSHA reporting requirements.
- Performs such other tasks as may be assigned.

REQUIRED SKILLS/ABILITIES:

- Bachelors degree
- 5 years of human resource experience
- Excellent verbal and written communication skills
- Strong supervisory and leadership skills
- Thorough knowledge of employment-related laws and regulations
- Ability to act with integrity, professionalism and confidentiality
- Excellent interpersonal, negotiation and conflict resolution skills
- Excellent organizational skills and attention to detail
- Strong analytical and problem-solving skills

SERVICE STANDARDS:

Ensure service is delivered to our members and team members that is in alignment with Preferred Credit Union's Service Promises:

- I promise to greet you with a smile and address you by name
- I promise to take responsibility in all matters
- I promise to make it easy to do business with Preferred Credit Union
- I promise to respond in a timely manner
- I promise to be knowledgeable
- I promise to maintain a high level of confidentiality
- I promise to make every effort to uphold mutual respect
- I promise to show you ways that Preferred can become a more valued financial partner

Additionally, meet all internal and external service expectations as measured by surveys and mystery shops.

BENEFITS (waiting period may apply)

401(k) matching • Medical Insurance • Dental Insurance • Vision Insurance • Life Insurance • Disability Insurance • Health Savings Account • Paid Time Off • Equal Employment Opportunity