

VERMONT HOUSING FINANCE AGENCY

JOB DESCRIPTION

JOB TITLE:	Director of Human Resources and Administration	Date Created:	February 2019
Reports To:	Executive Director	Date Reviewed:	May 2, 2022
Job Grade:	28	Date Revised:	May 2, 2022

SUMMARY OF POSITION:

Operate as an independent manager responsible for all of the Agency's administrative and human resource functions. This position is charged with understanding the pulse of the workforce and bringing programs, policies, issues and opportunities to Executive Management so that VHFA can remain one of the best places to work in Vermont. The Director of Human Resources and Administration will need to work closely with managers to continually improve management skills and coach individual staff as needed. Administer all aspects of the Agency's benefits, compensation, recruitment, training and performance evaluation, and onboarding and departing staff needs. Additionally, this position oversees the Office Manager and all associated administrative functions, including acting as a back-up for that role if needed.

SPECIFIC RESPONSIBILITIES:

1. Work with supervisors and staff to resolve sensitive human resource issues, providing guidance and counsel as required. Promote equity in staffing, compensation and benefits, programs, training, and policy throughout VHFA.
2. Responsible for the selection, implementation and administration of the Agency's employee benefits, which includes:
 - Seek staff and leadership input on desired benefits.
 - Investigate available benefits, vendors, options, and financing opportunities and perform analysis in order to recommend a benefits package that meets both the Agency's and staff's needs.
 - Implement and administer the Agency's benefits, in partnership with third party administrators/vendors. This includes annual enrollment and processing all changes.
 - Maintain all necessary documentation, forms, and policies, for benefits programs.
 - Facilitate the resolution of employee benefit questions, in partnership with third party administrators/vendors.
 - Create and distribute annual employee total compensation statements.
 - Administer the Agency's COBRA benefits for health, vision and dental insurance. Ensure all portability paperwork is distributed and processed in accordance with regulations and policy for exiting employees.
 - Transmit retirement benefit contributions and deferred compensation biweekly, reconcile retirement plan records quarterly, and conduct year end census reporting. Ensure all fund notices and disclosure fee notices are distributed to participants on time. Approve and process all retirement related roll-overs and distributions.
3. Ensure activities associated with the bi-weekly payroll are completed in an accurate and timely manner. This includes monitoring automated timekeeping and ADP payroll system, report generation, annual CTO liability reporting, and legal reporting requirements, etc.
4. Ensure compliance with federal and state laws for employment and benefit areas – FMLA, ADA, HIPAA, Workers Compensation, Flex Plans, COBRA, and all reporting requirements, etc. This

VERMONT HOUSING FINANCE AGENCY JOB DESCRIPTION

includes managing all plan documents associated with the Agency's 403b plan as well as cafeteria plan and HRA.

5. Support VHFA's justice, equity, diversity and inclusion work by participating in the Justice, Equity, Diversity & Inclusion (JEDI) Committee, coaching staff to shape the Agency's priorities, coordinate learning opportunities and internal discussions, and supporting staff, leadership and the Board of Commissioners to embrace the ultimate goal of justice in Agency work.
6. Work with managers to develop job descriptions and maintain current and previous versions in SharePoint. Develop and place all employment advertisements, review and record all incoming resumes and phone calls. Conduct critical resume reviews, triage applicants accordingly, and work with the hiring manager to select ideal candidates for interviewing. Conduct initial phone interviews independently and in-person interviews in partnership with the hiring manager. Conduct reference and necessary background checks on final candidates.
7. Conduct new hire and benefit orientations; ensuring all information is current, communicated and processed in a timely manner as well as stored in the Agency's document management system.
8. Maintain employment and personnel records – ensure files are kept confidential and current, as well as stored in the Agency's document management system.
9. Develop, implement and maintain a meaningful employee appraisal program. This includes:
 - ensure timely evaluations and job description reviews are conducted.
 - provide guidance to managers regarding performance issues.
 - evaluate the Agency's current performance appraisal process and make change recommendations as appropriate; and
 - create a system where the performance management role dovetails into succession planning and future growth plans for all levels of staff.
10. Ensure full staff meetings are scheduled and planned for on a regular basis. Identify meeting topics, recognize staff anniversaries and milestones.
11. Propose benefit and policy changes for the Agency, including being responsible for the ongoing maintenance of the employee handbook. Additionally, maintain knowledge of regulatory and legal developments related to all areas of responsibility, but primarily the Human Resource function. Enforce the policies found in the Employee Handbook.
12. Responsible for the design and administration of the Agency's compensation program, as well as managing the personnel-related components of the Agency's budget.
13. Regularly develop and conduct supervisory training as needed to grow management, staff, and remain compliant with applicable laws. Ensure appropriate training and professional development is made available to staff to meet Agency needs and promote individual growth.
14. Work actively with supervisors on all staff performance concerns, including advising on Performance Improvement Plans (PIPs) and potential termination, if necessary.
15. Lead the Agency's 403(b) retirement plan committee meetings, which includes planning the agenda, communicating with attendees, taking minutes, and following up on recommendations.
16. Responsible for the Office Manager's effective management of the Agency's facilities, to include the leased space located at 162 St. Paul Street. In addition, ensure all other responsibilities of the

VERMONT HOUSING FINANCE AGENCY JOB DESCRIPTION

Office Manager are completed in a timely, efficient, and thorough manner. Act as a backup to that position as needed.

17. Ensure the Agency's administrative needs are met through adequate staffing and support.
18. Work with the Agency's Administration and department directors in the development and implementation of the Agency's business continuity plan. Ensure that adequate department systems and supports are in place should there be an interruption in business.
19. Other duties as assigned.

SUPERVISES: Office Manager

EDUCATION REQUIREMENTS:

- ◆ Bachelor's degree, associate degree with at least seven years' experience, or equivalent experience and training.

JOB KNOWLEDGE AND EXPERIENCE:

- ◆ A minimum of 5 years of direct Human Resources management or administration experience required, including extensive experience in the areas of benefit administration, employment law, and payroll administration, and employee coaching
- ◆ Two years supervisory experience required
- ◆ A high level of cultural awareness, attentiveness, and interpersonal skills, plus a keen understanding of a fast-changing social and cultural landscape, is desirable, as is lived experience from a marginalized community
- ◆ PHR/SPHR certification desirable
- ◆ High-level proficiency in Microsoft Office products (Outlook, Word, Excel) required. Experience with SharePoint desired

GENERAL JOB QUALIFICATIONS:

- ◆ Excellent written and verbal communication skills.
- ◆ Demonstrated commitment to equity, diversity, and inclusion in the workplace is preferred.
- ◆ Demonstrated willingness and ability to speak up in the face of injustice is preferred.
- ◆ Experience promoting a culture of diversity, equity and inclusion is preferred.
- ◆ Ability to handle sensitive and confidential information with discretion.
- ◆ Enjoy and excel at working with a wide range of individuals, internal and external to the Agency.
- ◆ Demonstrated ability to be highly organized, detail oriented, set priorities and meet deadlines.
- ◆ Work well independently and as a team member.

ACKNOWLEDGMENT

**VERMONT HOUSING FINANCE AGENCY
JOB DESCRIPTION**

I have read the above job description. I understand the duties and responsibilities of the position.

Print or type your name: _____

Sign your name: _____

Date: _____