

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 5, 2023
Job Grade:	28	Date Revised:	May 12 , 2023

SUMMARY OF POSITION:

Responsible for all of the Agency's human resource and facilities 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. With a goal of ensuring VHFA's values of belonging and equity are met, 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. Independently administer all aspects of the Agency's benefits, compensation, recruitment, training, performance evaluation, onboarding, and offboarding. Additionally, this position is responsible for the effective and efficient management of the Agency's corporate office and agency-wide activities. Duties include facilities management and coordination of some staff functions and events.

SPECIFIC RESPONSIBILITIES – Human Resources

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. 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.
3. Responsible for the selection, implementation and administration of the Agency's employee benefits, which includes:
 - Investigating 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.
 - Implementing and administering the Agency's benefits, in partnership with third party vendors. This includes annual enrollment and processing all changes.
 - Maintaining all necessary documentation, forms, and policies, for benefits programs.
 - Facilitating the resolution of employee benefit questions, in partnership with third party vendors.
 - Administering the Agency's COBRA benefits for health, vision and dental insurance. Ensuring all portability paperwork is distributed and processed in accordance with regulations and policy for exiting employees.
 - Transmitting retirement benefit contributions and deferred compensation biweekly, reconciling retirement plan records quarterly, and conducting year end census reporting. Ensuring all fund notices and disclosure fee notices are distributed to participants on time. Approving and process all retirement related roll-overs and distributions.
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 includes managing all plan documents associated with the Agency's 403b plan as well as cafeteria plan and HRA and being responsible for the employee handbook and associated policies.

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5. Support VHFA's justice, equity, diversity and inclusion (JEDI) work by coaching staff, helping shape the Agency's priorities, coordinating 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. Manage all Agency job descriptions and organizational chart.
7. Lead all aspects of staff recruitment in partnership with the hiring manager.
8. 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.
9. Maintain employment and personnel records – ensure files are kept confidential and current, as well as stored in the Agency's document management system.
10. 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.
11. Ensure full staff meetings are scheduled and planned for on a regular basis. Identify meeting topics, recognize staff anniversaries and milestones.
12. Responsible for the design and administration of the Agency's compensation program, salary and benefits budgets, and managing the personnel and benefits spending.
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. This may include individual coaching for supervisors and/or staff.
15. Work with the Agency's leadership 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.
16. Serve as Agency's Wellness Coordinator. Support the overall wellness of the Agency's employees through information dissemination and creative program offerings that meet the needs and interests of staff.

SPECIFIC RESPONSIBILITIES – Administration

1. Ensure the building facilities are adequately maintained and provide a safe working environment for staff and visitors to the Agency.
2. Responsible for negotiating facilities contracts with external providers. Additionally, manage contracts for office and equipment leases. Also responsible for scheduling service calls and ordering all office supplies.

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3. Coordinate system repairs and monitor performance, preventative maintenance and any other needs with respective vendors for our security and fire alarm systems, janitorial service, heating/cooling service, trash and recycling program, and all other miscellaneous services for both 164 and 162 St. Paul Street.
4. Oversee and supervise contractors for landscaping, snow removal services and general building maintenance.
5. Budget, execute and supervise all building and system capital improvements as well as all Administration Department budget items.
6. Coordinate and participate in the planning of company functions such as holiday and staff outings, selection and purchase of holiday gifts for staff and board members, staff meetings, and other similar occasions. The goal of which is to continue VHFA's longstanding history of being one of Vermont's best places to work, which includes having a cohesive team atmosphere among staff.
7. Organize and maintain common areas of the office (such as kitchens, entryways, lounge, and supply closets) so that needed materials are clean, organized, and readily available to staff.
8. Other duties as assigned.

SUPERVISES: None.

EDUCATION REQUIREMENTS:

- ◆ At least an Associate's Degree with at least seven years' of work experience.

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 and payroll administration.
- ◆ 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 but not required.
- ◆ 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.

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- ◆ 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

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: _____