

Cross Road Health Ministries, Inc.

Job Description

Job Title: Human Resources Professional
Department: Administration
Supervisor: Director of Compliance and Risk Management
FLSA Status: Full-Time, Exempt
Approval: By: DRD Date: 2/14/2019
Work Hours: Regular office hours during normal business hours; nights, holidays and weekends as rarely required.

Position Summary: Develops and enhances CRHM's human resources by administrating, coordinating, and evaluating all aspects of employee relations and human resources policies, programs, and practices. Fulfills the role of a mediator between administration and personnel.

Essential Duties and Responsibilities:

- Leads in the recruitment of staff
- Develops and maintains a staff hiring/recruitment and retention program
- In conjunction with the CEO and the Director of Compliance and Risk Management, develops, reviews and maintains HR policies and procedures.
- Leads in the hiring and onboarding process, assuring all hiring paperwork is complete, and employee information is correctly entered into electronic systems.
- Responsible for communicating and implementing employee policy actions approved by the CEO and Board of Directors
- Involvement in budget development and strategic planning for human resources.
- Assists the CEO, executives, managers and supervisors with (and directs as required) the employee discipline and termination processes
- Assists supervisors and managers in resolving personnel issues
- Keeps abreast of current HR law and/or laws affecting employee management
- Aids in the training of supervisory/management staff in best practices regarding interviewing applicants, the hiring process and management, coaching, development and evaluation of the performance of employees
- In conjunction with the CEO, Director of Compliance and Risk Management and other executives, develops, revises, interprets, and administers personnel policies and procedures
- Provides training on policy issues to facilitate understanding and compliance.
- Manages benefit programs with assistance from insurance brokers and financial advisors, looking for cost savings for the organization balanced with as robust benefit plans that are feasible; recommends and oversees benefit plan changes.
- Provides benefit information to employees
- Acts as back-up for payroll staff and assists finance staff on timekeeping and payroll issues
- Coordinates COBRA administration
- Conducts regular employee satisfaction surveys and communicates the results to the CEO, Board of Directors and Managers
- Coordinates the performance review process and evaluation techniques to help maximize employee performance
- Performs job audits and develops and maintains current job descriptions
- Maintains accurate, compliant and secure personnel files in all facets
- Maintains appropriate interpersonal relations dealing with the public, fellow employees, supervisors and managers so that productivity and positive employee relations are maximized.

- Helps to formulate and follow compensation plans and policies including recognition programs and benefits
- Develops and oversees employee exit process and reports trends to the CEO and Board of Directors
- Maintains confidentiality of CRMC’s personnel and financial information
- Other related duties incidental to the work described herein
- Complies with all applicable CRMC policies
- Actively supports the mission and values of CRMC

Skills: Demonstrates high professional standards of ethical conduct. Possesses a strong organizational ability. Communicates in an effective manner both verbally and in written form. Able to multi-task and prioritize well in order to be highly productive. Ability to use knowledge and reason to formulate potential solutions to problems and able to execute those solutions if given the authority to do so.

Qualifications: General knowledge of the medical center. Familiarity with the current staff and existing policies and procedures. Willingness to participate in management meetings and other assigned conferences. A team player with leadership skills. Flexible. Willing to travel.

Education/Experience: Bachelor’s degree in Human Resources Management, Business Administration or related academic field; or sufficient direct experience in Human Resources Management. Evidences interest in continuing own professional growth and development by possessing or seeking certification/licensure as PHR or SPHR. Experience in a supervisory role preferred

Other Skills: Ability to read and comprehend detailed instructions, correspondence, and memos. Should have effective oral, written, and telephonic communication skills, including excellent verbal and telephone etiquette. Exceptional customer service, time management, and multi-tasking skills are required. Computer skills are needed (Microsoft Office products as well as other software programs).

Physical Demands/Work Environment: The physical demands described here are representative of those that must be met by an office employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel and reach with hands and arms. The employee is frequently required to sit for lengthy time periods, use a keyboard, use a telephone and other office equipment, climb stairs multiple times a day, communicate in both oral and written forms, and talk or hear. The employee is occasionally required to stand, walk, and climb or balance. Lifting items weighing less than 25 pounds is frequently required. Rarely is there a need to lift more than 50 pounds.

The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job.

This Job Description reflects Cross Road Health Ministries’ best effort to describe the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. *This is not intended to be a contract.*

Your signature indicates you have read this Job Description and understand the essential qualifications and functions of the job.

Employee Signature: _____	
Employee Printed Name: _____	Date: _____
HRD Signature: _____	Date: _____