

Bucks County Free Library Job Description

Job Title: HR Manager
Job Level: Level 7
Department: Administration
Reports To: Associate Director
Date Prepared: November 2024
Approved By: Chief Executive Officer

POSITION SUMMARY: Leads and directs daily Human Resources functions and workflow including recruitment, compensation, benefits and leave administration, employee/labor relations, and records retention and management. Demonstrates excellent problem-solving and conflict resolution skills. Handles confidential matters with discretion.

MINIMUM EDUCATION AND EXPERIENCE:

- Requires a bachelor's degree. Degree required: Human Resources, Business Administration, or other related field. SHRM-CP or SHRM-SCP certifications required.
- Five years of experience in human resources management. Union experience required.
- Applicant must provide on date of hire the following three required clearances: PA State Police Criminal Record Check; PA Child Abuse History Clearance; and FBI fingerprint-based background check
- Must have current driver's license, insurance, and own transportation or ability to travel among many library sites

REPRESENTATIVE ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Processes, verifies, and maintains personnel documentation, including staffing, recruitment, training, grievances, performance evaluations, and employee leaves of absence.
- Develops, revises, and makes recommendations for the Library's human resources policies and procedures. Monitors and maintains compliance with applicable Federal and state employment laws.
- Creates and maintains job descriptions in collaboration with the Chief Executive Officer, executive team members, administrators, and managers.
- Manages all aspects of staff recruitment. Advertises or posts job vacancies and notifies eligible workers of position availability. Manages applicant files,

screens candidates, schedules interviews, and coordinates interview panels. Arranges for background checks and conducts employment verifications. Prepares and extends job offers.

- Oversees onboarding of new employees including preparation of materials and conducting employee orientation. Explains organizational personnel policies, benefits, and procedures to employees or job applicants.
- Collects and processes paperwork for new employees and enters data into the payroll system. Coordinates enrollment in benefits plans.
- Oversees offboarding of exiting employees including collecting and processing required documentation, completing exit interviews, and preparing relevant information from benefit providers.
- Monitors staff schedules, reviews time records, reconciles leave logs, and compiles reports on attendance and hours worked. Communicates with managers and staff about issues. Serves as backup payroll administrator.
- Manages employee benefit and worker's compensation administration.
- In collaboration with Chief Financial Officer, administers employee benefit programs including insurances, COBRA, paid leaves, retirement, Social Security, and Family and Medical Leave Act (FMLA) requests. Coordinates annual employee benefits renewal and open enrollment activities.
- Manages employee leave of absence requests, as well as Workers' Compensation and unemployment insurance claims.
- Oversees and participates in employee investigations, disciplinary meetings, and terminations. Oversees and maintains reasonable accommodations requests. Assists with employee grievances.
- Assists with providing guidance to managers and employees regarding personnel policies and procedures and employee job performance, including counseling.
- Partners with management to maintain ongoing relationships and develop strategies to continue organizational growth and development of staff in alignment with the Library's overall goals and strategic plan.
- Keeps the Associate Director informed of employee concerns. Handles routine concerns as assigned.
- Stays informed of provisions of labor-management agreements and their effects on operations.
- Maintains and tracks staff training records and continuing education requirements.
- Maintains and tracks required employee clearances.
- Ensures the timely completion of employee evaluations.
- Maintains a library of human resources.

- Maintains knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management, and employment law.
- Maintains compliance with federal, state, and local employment laws and regulations, and recommended best practices; reviews policies and practices to maintain compliance.
- Handles confidential matters with discretion.
- Performs administrative and record keeping tasks in support of human resources operations.
- Provides information and responds to inquiries by phone, e-mail, and in person, handling complaints and concerns when necessary.
- Prepares and distributes correspondence, reports, statistics, and presentations.
- Performs general clerical duties, including data entry, filing, and document management, ensuring accuracy and confidentiality.
- Operates office machines, such as photocopiers and scanners, voice mail systems, personal computers, printers, and other peripherals.
- Uses standard Microsoft office productivity software as well as miscellaneous database software, tools, and applications to produce work, including platforms such as payroll (Paycom), intranet (SharePoint), design (Canva), form creation (Adobe Acrobat), and spreadsheet/database (AirTable).
- Attends and actively participates in meetings and training sessions.
- Serves as a member or leader of committees or project teams.
- Participates in planning for library services.
- Maintains regular and dependable personal attendance and punctuality.
- Assumes other duties and projects as assigned.

SCOPE OF RESPONSIBILITY:

Supervisory Responsibility: May guide the work of other staff or volunteers.

Supervision Received: Work is assigned and performed under general supervision with little functional guidance, following established procedures. Situations are routinely referred to a supervisor for assistance and approval. Understands and communicates moderately complex information and identifies and resolves routine problems to ensure that customer satisfaction and service are maintained through daily interaction with internal or external contacts.

Customer Satisfaction and Service: Supports controversial positions or negotiates sensitive issues. This job requires responsibility for monitoring and establishing business procedures to ensure customer service and satisfaction.

Decision Making Impact: A number of work groups, an entire function or large department or numerous customers.

Communication Type: Interaction requires expert skills in persuasion, influence, and motivation of personnel at the highest level. Issues are complex and require diplomacy and negotiation, such as controversial operating relationships, final decision-making and problem solving discussion regarding library objectives and goals, and presenting highly controversial issues or negotiating major contracts.

Communication Level: Level of contact is primarily with library users, co-workers, colleagues, administrators and department heads, and community representatives.

Complexity: Work is generally well defined with clearly stated directions, but involves some non-routine or unusual assignments that may require the use of new approaches or occasional independent judgment.

Budget Responsibility: Keeps budget records, including cash receipts, but is not responsible for authorizing expenditures.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of principles and procedures for personnel management, compensation and benefits, labor relations and collective bargaining agreements, and personnel information systems.
- Knowledge of administrative and clerical office procedures and electronic systems such as database, spreadsheet, and word processing software, including payroll software.
- Knowledge of employment-related laws and regulations.
- Coordination skills. Ability to adjust actions as needed in relation to others' actions or changing conditions.
- Judgment and decision making skills. Ability to consider and anticipate the relative costs, benefits, and possible consequences of an action.
- Analytical and problem-solving skills. Ability to objectively evaluate relevant information about the problem or issue. Identify the specific cause of the

problem/issue. Develop recommendations, develop and evaluate alternative course of action, select course of action, and follow up.

- Active listening skills, such as giving full attention to what others are saying, taking time to understand key points, asking questions, and listening without unnecessary interruption.
- Time management skills, including the ability to manage the time of others.
- Social skills, including awareness and understanding of others' reactions.
- Ability to apply critical thinking skills such as logic and inductive or deductive reasoning to analyze problems, identify alternative solutions, and implement plans in support of goals.
- Ability to act with integrity, professionalism, and confidentiality.
- Ability to recognize a problem, or tell when something is wrong or likely to go wrong.
- Ability to speak clearly and identify and understand the speech of others.
- Ability to clearly communicate information and ideas in writing and speaking in English so that others with differing knowledge, skills, abilities, education, and experience will understand.
- Ability to read, listen to, and understand complex information in English.
- Ability to add, subtract, multiply, or divide quickly and correctly.
- Ability to see details at close range (within a few feet of the observer).
- Ability to shift back and forth between two or more activities or sources of information, such as viewing, touching, listening, and speaking.
- Ability to concentrate on a task over a period of time without being distracted.
- Ability to consistently arrange things or actions in a certain order or pattern according to a specific rule or set of rules.
- Ability to make fast, simple, repeated movements of the fingers, hands and wrists.

PHYSICAL DEMANDS:

Amount of on-the-job time spent on the following physical activities. Definitions below indicate the frequency of occurrence.

None – The person does not perform this activity.

Occasionally – The person does the activity up to 33% of the time.

Frequently – The person does the activity 34% to 66% of the time.

Continuously – The person does the activity 67% to 100% of the time.

- Continuous sitting.

- Frequent standing or walking. Frequent repetitive hand motion.
- Occasional reaching or working overhead. Occasional climbing or balancing. Occasional stooping, kneeling, crouching, or crawling.
- Job requires that weight be lifted or force exerted frequently up to 25 pounds. Occasional up to 100 pounds. Never requires more than 100 pounds (force exerted).

SIGNATURE

I have read and have been given an opportunity to ask questions regarding this job description.

I also understand that this job description does not constitute an implied or expressed contract for employment with Bucks County Free Library. In addition,

I understand that Bucks County Free Library is an employment at-will employer and that the organization or I may terminate the employment relationship at any time with or without cause. Furthermore, I understand that this job description does not contain all of the responsibilities that I may be asked to carry out while employed with Bucks County Free Library and that I will perform other duties that are assigned to me to the best of my abilities.

I agree to accept the responsibilities and duties as outlined.

Employee Signature

Date