



Job Description

Position: Human Resources Director
Primary Location: Town Hall
Employment Status: Full-time, Exempt/Salaried
Reports To: Town Administrator
Description Updated On: August 17, 2021

Summary/Objective

Under the direction of the Town Administrator, the Human Resources Director provides professional and administrative management and direction for all aspects of Human Resources administration in accordance with applicable federal and state laws, Town By-laws, policies, and procedures.

Essential Functions

- Performs strategic, planning, coordination and administrative duties for various functions including, but not limited to human resources, employee benefits, blanket insurance, budgets, purchasing and procurement, legal matters, and special projects.
- Develops benefits policies and activities; recommends new policies and activities for employee recruitment and retention purposes; develops benefits-related trainings.
- Handles highly confidential information and performs varied and responsible duties requiring independent judgment in ensuring conformance with applicable laws, regulations, collective bargaining agreements, and departmental policies.
- Is required to work independently in formulating decisions regarding procedures and plans at the municipal-wide level.
- Is required to attend meetings of the Select Board and of other Town Boards and Committees as reasonably required or necessary for the proper performance of the employee's duties.
- Serves as a Town representative in a variety of forms and venues, including grievance hearings, mediations, fact-finding, and arbitrations.
- Assesses the climate for effective performance, training and development needs, employee relations and organizational structure as it affects employee motivation and interdepartmental relations.
- Develops and recommends to the Town Administrator administrative controls, policies and procedures concerning Town-wide Human Resources administration; implements and enforces policies and procedures as directed; advises on the effectiveness of policies and procedures; and keeps senior management informed on relevant personnel issues.
- Provides direction on all Human Resources functions for Town personnel, with the exception of school personnel, to include, but not limited to, wage and salary administration, position descriptions and classifications, policy administration, grievance procedure administration, program administration, and performance evaluations.

- Oversees the maintenance of centralized personnel files.
- Mediates employee disputes; works to improve communication within departments; provides advice and counsel to department heads on personnel related issues.
- Develops recruitment procedures and directs recruitment efforts; advertises and posts vacancies; reviews applications, works with department head to interview candidates and makes recommendations in accordance with established guidelines and ensures legal compliance during the interview process.
- Under the direction of the Town Administrator and in conjunction with the Benefits Coordinator, develops procedures for and oversees orientation of new employees; maintains and revises employee handbook.
- Conducts exit interviews with departing employees and uses information to improve the operation, organization and culture of the individual department, administrative policies, and the Town as a whole.
- Develops, conducts, or provides training for Town officials and employees as needed or required by federal, state, or local statutes, policies, procedures, and by-laws related to Human Resources Issues; develops training topics and conducts training for the professional development of the staff.
- Serves as the Town EEOC (Equal Employment Opportunity Commission) in the areas of hiring and other employment activities; acts as the Privacy Officer in HIPAA (Health Insurance Portability & Accountability Act) matters.
- Attends meetings of the Personnel Board, conveys all relevant issues to the Personnel Board for policy direction, advice, and recommendations; prepares all necessary supporting data for Personnel Board members.

Additional Duties

- Maintains and disposes of departmental records in accordance with Massachusetts Public Records Law.
- Oversees the planning of employee appreciation events.
- Performs other duties as assigned by the Town Administrator.

Required Qualifications, Education, and Experience

- A minimum of seven (7) years of progressively more responsible Human Resources administration and management experience.
- Deep knowledge of Human Resources principles, practices, and methods as applicable to a municipal setting.
- Thorough knowledge of all applicable federal and state statutes, as well as regulations affecting Human Resources activities.
- Ability to exercise a high degree of diplomacy and judgment to influence all types of persons.
- Strong interpersonal, verbal, and written communication skills.
- Ability to work with all levels of the organization, i.e., appointed, and elected boards, department heads, and front-line staff, as well as legal counsel, consultants and the general public, and display sensitivity to the issues and concerns of the above-mentioned people.
- Ability to administer and interpret regulations, policies, and procedures firmly, tactfully, and impartially, while maintaining flexibility to compromise and reach consensus.
- Ability to serve in an advisory capacity during union negotiations.
- Computer literate with strong working knowledge of Microsoft Office.
- Strong organizational and budgetary skills.
- Ability to develop policies and procedures to ensure equity within the organization.

Preferred Qualifications, Education, and Experience

- Bachelor's Degree in Human Resources, Public Administration, or Business Administration with a Master's Degree preferred. Professional Human Resources (PHR) or Senior Professional Human Resources (SPHR) certification.

Physical and Mental Job Requirements

- Physical requirements:
 - Work is mostly sedentary, and majority of time is typically spent in a stationary position.
- Mental requirements:
 - Understand and apply routine verbal and/or written instructions
 - Understand and apply non-routine verbal and/or written instructions
 - Understand complex problems and collaborate to explore alternative solutions
 - Organize actions to complete sequential and/or routine tasks
 - Organize and prioritize individual work schedule to manage multiple tasks and/or projects
 - Organize and prioritize the work schedules of others to manage multiple tasks and/or projects
 - Make decisions that have an impact on the individual's work
 - Make decisions that have an impact on the immediate work unit's operations and/or services
 - Make decisions that have significant impact on a department's credibility, operations, and/or services
 - Communicate and exchange routine/basic information
 - Communicate and explain a variety of information
 - Communicate in-depth information for the purpose of interpreting, and/or negotiating
 - Memorization/concentration
 - Learning/knowledge retention
 - Analyzing/examining/data
 - Emotional/behavioral self-regulation
 - Interacting with others

Work Environment

- Typical office or administrative working conditions; position is not exposed to adverse environmental conditions.

Hours of Work

- This role is paid on salaried basis.
- Typically, full-time salaried employees work 35 hours during a Monday through Friday workweek. However, this is a salaried position. Therefore, the individual is expected to work as required to complete the duties of the position. This may mean hours beyond 35 per week are required.

AAP/EEO Statement

The Town of Milford is committed to a firm policy in favor of equal employment opportunity and will abide by all applicable state and federal regulations by not discriminating against any applicant or employee on the basis of race, religion, color, creed, sex, age, national origin, citizenship status, marital status, sexual orientation, gender identity and expression, disability or veteran status. Our commitment to equal employment opportunities shall include employment, upgrading, promotion, demotion, transfer, leaves or other absences from work, layoff, compensation and benefits, selection for training or other education, professional opportunities, and conflict resolution.

It is also the policy of the Town of Milford to take affirmative action to employ and to advance in employment, all persons regardless of their status as women, minorities or individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements.

Please inform us of any necessary accommodations required during the application process and/or at any time during employment.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Signatures

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____

Hiring Manager _____ Date _____