



SENIOR MANAGER OF HUMAN RESOURCES

Department: Human Resources
Employee Group: Nonrepresented
Reports to: Chief People Officer
FLSA Status: Exempt
Position Code: 60110
Approved by:
Approved by: Chad Crouch, Interim Chief People Officer

OUR MISSION

Ben Franklin Transit (BFT) provides exceptional and cost-effective transportation services that consistently exceed customer expectations while promoting the principles and practices of livable communities and sustainable development.

OUR VALUES

We value customer service, collaboration, diversity, fiscal accountability, innovation, sustainability, and safety. Employees and representatives of BFT are expected to uphold our values and mission.

NATURE OF POSITION

Manage employment-related programs and processes related to recruiting, training and performance, employee experience, metrics, benefits, and compensation. Develop and maintain personnel-related programs and procedures; ensure agency compliance with internal processes and applicable employment laws.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develop and implement HR strategies and initiatives aligned with the overall business strategy.
- Partner with the leadership team to understand and execute the organization's human resource and talent development, current and future talent needs, recruiting, retention, and succession planning.
- Plan, assign, and supervise the work of staff to enhance quality of services; participate in the interviewing of candidates; train, monitor, and evaluate performance; take corrective action as needed.
- Recommend and develop agency strategies and direction; establish human resource objectives to support Agency goals.
- Develop dashboard reporting capabilities to benchmark and track trends; provide on-demand reporting for employment and workforce analysis; oversee and perform regular audits of system data; address discrepancies to ensure compliance with data integrity; address accountability for accuracy among HR staff.
- Partner with management to communicate human resource policies, procedures, programs, and laws; communicate and administer collective bargaining agreements.
- Direct the programs and training staff for the successful delivery and execution of all training programs for the Agency.
- Conduct the development and execution of Agency succession planning, including ongoing competency and leadership development programs.
- Oversee the Agency's benefit programs; work with benefit carriers regarding eligibility, rate discrepancies, and contract interpretations. (SRHRG)
- Manage and maintain EEO program compliance and activity updates; collect, organize, and analyze Equal Employment Opportunity data; monitor compliance with planned outcomes and report on progress.
- Ensure compliance with collective bargaining agreements in related areas of responsibility such as job postings, probation, and wage progression.
- Provide guidance and administer application of employee handbooks, policies, and procedures to ensure compliance with laws; recommend changes to executive management.
- Work with and maintain confidential information.
- Other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES

- Maintain knowledge of applicable federal, state, and local laws, codes, and regulations governing human resources.
- Implement practices and procedures of employment law, recruitment, employee records management, employee relations, and targeted development training.
- Understand and apply business and management principles involved in planning resource allocation, human resource modeling, leadership techniques, and coordination of people and resources.
- Comprehend and utilize HRIS technology and database reporting software to track personnel information.
- Understand and apply principles and methods of supervision, training, and employee development.
- Experience in research methods, data collection, sampling techniques, and statistical analysis to prepare and maintain technical records and reports.
- Experience working with collective bargaining agreements.

MINIMUM QUALIFICATIONS

Bachelor's Degree in Human Resources, Business Administration, or related field from an accredited institution and five years of progressive experience in a human resource environment; or an equivalent combination of experience, training, and education. Must possess a valid driver's license.

LICENSES, REGISTRATION & CERTIFICATES

None.

PREFERRED QUALIFICATIONS

Master's degree, PHR or SPHR preferred. Experience working in a unionized environment.

PHYSICAL REQUIREMENTS

Generally sedentary in nature; regularly stand and walk; intermittently kneel, stoop, bend and twist at the waist, and reach overhead; sit for long periods of time. Rarely kneel, crouch, or crawl. Occasionally lift, push/pull, or carry up to 40 pounds. Good vision to read print and computer screen. Hear and speak to communicate in person, before groups, and over the telephone. Manual dexterity of hands and fingers to include repetitive keyboarding, grasping and reaching to operate a computer keyboard, mouse and/or standard office equipment.

WORKING CONDITIONS

Work is primarily performed in an office environment where noise, distractions, and lack of privacy may be present. Operate a motor vehicle.

Essential Functions may include the duties and responsibilities, as well as knowledge, skills, abilities, and other characteristics listed in this job description. Employees in this position must maintain a level of mental and physical fitness required to perform the essential functions of this classification with or without reasonable accommodation.

Job descriptions are intended to present a descriptive list of the range of duties performed by employees in the position. Job descriptions are not intended to reflect all duties performed within the job. Job descriptions are subject to revision and may be updated as appropriate to reflect operational changes within the role.

Employees in all positions must pass a background investigation including a criminal and employment investigation; positions with cash handling or financial administrative duties will be subject to a consumer credit investigation.