



Human Resources Manager

Administration

Part-time 20-30 hours/week

Purpose: To support management by coordinating all aspects of the human resources function including recruiting, integrating, and developing qualified staff. To ensure employee development, superior customer service, efficiency and accountability for all members of the co-op staff. The Human Resources Manager helps to foster an environment of respect for all internal and external customers.

Status: Reports to General Manager
Pay Level IV

Responsibilities:

I. PERSONNEL POLICIES

- A. Ensure compliance with legal requirements and government reporting regulations affecting human resources functions, policies, procedures and reporting.
- B. Monitor application of policies for uniformity and fairness throughout all departments.
- C. Issue and update personnel policy manuals for staff.
- D. Develop equitable, legal, cost effective personnel policies.

II. HIRING

- A. Coordinate recruitment, selection, and termination processes.
- B. Maintain pool of current applicants.
- C. Work with appropriate managers to determine qualifications for open jobs.
- D. Place job announcements to recruit qualified applicants.
- E. Screen applicants and check references as requested by managers.
- F. Train managers in legal aspects of hiring and in interviewing skills.
- G. Evaluate ADA accommodation requests.
- H. With Management Team, plan for future labor needs.

III. STAFF DEVELOPMENT

- A. Design and conduct new employee orientation to support Co-op goals.
- B. Coordinate annual harassment prevention and non-discrimination training.
- C. Develop and coordinate customer service, general health & safety, and natural products training for staff.
- D. Assist managers with developing on-the-job training materials.
- E. Counsel staff on professional development opportunities.
- F. Guide managers in the development of succession plans.

- G. Develop and maintain a Manager Handbook.
- H. Assist department managers with employee coaching.

IV. **EVALUATIONS**

- A. Work with managers to create accurate job descriptions for all positions.
- B. Review job descriptions periodically with staff and General Manager to ensure they are current and relevant.
- C. Administer a timely, effective and equitable performance review program.
- D. Train and support managers on the evaluation process.
- E. Assist managers to initiate and document disciplinary action.

V. **RECORD-KEEPING/BENEFITS ADMINISTRATION**

- A. Maintain new hire packages including legal documents and new hire checklist.
- B. Maintain secure, up-to-date, confidential personnel files for all employees.
- C. Maintain records on medical insurance, workers comp, unemployment claims.
- D. Administer and manage the employee benefits program.
- E. Explain benefits to staff, enroll staff in insurance, and assist staff with questions.
- F. Research and make recommendations on new or alternative benefits, as requested by management.
- G. Administer wage scale within Co-op.
- H. Conduct annual wage surveys within labor market to determine competitive wage rate.
- I. Investigate accidents and prepare reports for insurance carrier.
- J. Prepare employee separation notices and related documentation, and conduct exit interviews to determine reasons behind separations.
- K. Administer COBRA.

VI. **COMMUNICATION**

- A. Model excellent communication.
- B. Respect and communicate pertinent store policies to staff and customers as needed.
- C. Communicate system improvement needs including productivity, staffing or training issues, to the General Manager.
- D. Keep staff informed of new procedures and safety procedures.
- E. Respond to inquiries regarding policies, procedures, and programs.
- F. Advise management in appropriate resolution of employee relations issues.
- G. Act as liaison between staff and management when appropriate.
- H. Field harassment or discrimination complaints.
- I. Help resolve staff concerns, complaints and conflicts.
- J. Ensure that all grievances and disciplinary actions are properly documented.

VII. **MANAGEMENT TEAM RESPONSIBILITIES**

- A. Attend and participate in management team meetings.
- B. Communicate relevant decisions and information from the MT meeting to the staff.
- C. Represent the team as one voice and honors decisions after they are made.
- D. Adhere to the Management Team Code of Conduct.
- E. Attend Board of Director meetings as assigned.

VIII. CUSTOMER SERVICE

- A. Uphold & model Customer Service Program.
- B. Ensure staff members comply with Customer Service standards for prompt, friendly, courteous customer service.
- C. Provide excellent customer service (to staff, to customers, in person, via email, etc.) by responding promptly and courteously to all questions and concerns, in a timely, friendly, and efficient manner.
- D. Participate fully in all required activities (trainings, meetings, etc.)

IX. MISCELLANEOUS

- A. Perform other tasks assigned by General Manager.

Qualifications:

Required:

- Experience in human resources administration.
- Familiarity with state and federal employment law.
- Experience designing and implementing systems.
- Ability to coach & train others.
- Demonstrated objectivity, neutrality, calmness under pressure.
- Excellent verbal and written communications skills.
- Computer literacy.
- Time management skills - demonstrated ability to follow through on commitments.
- Excellent customer service.
- Ability to work independently within a team.
- Supervisory experience.
- Ability to prioritize and handle multiple demands.
- Regular, predictable attendance.
- Willingness to meet the changing requirements of the job.

Desired:

- Degree in human resources management or business administration.
- Knowledge of retail food business – its structure/systems.
- Experience serving the public.
- Desire to work in a cooperative environment.
- Familiarity with natural foods.

This job description is a general description of job functions. It is not intended as an employee contract, nor is it intended to describe all duties someone in this position may perform. All employees of the Keweenaw Cooperative are expected to perform tasks as assigned by supervisory or management personnel, regardless of job title or routine job duties.