



JOB DESCRIPTION

Job Title: Director of Human Resources and Operations **Department:** Operations

Reports to: Chief Operations Officer

Effective Date: 11/12/2024

FLSA Classification: Exempt

Compensation Tier: 3

Job Summary:

The Director of Human Resources and Operations supports Champions For Learning's mission, strategy, and annual goals by overseeing and coordinating the organization's core administrative functions. This position manages Human Resources, Technology, Facilities, and Front office operations to ensure smooth and efficient organizational performance. The Director of Human Resources and Operations collaborates with department leaders to maintain essential administrative processes, compliance, and support functions.

Essential Duties/Responsibilities:

- Responsible for developing and executing the overall human resources strategy for the organization in support of the strategic plan and direction of the organization.
- Oversee all aspects of human resources practices and processes including onboarding, payroll processing, employee benefits management, occupational health and safety, and the process for annual performance reviews.
- Ensure compliance with all federal, state and local employment laws and regulations and maintain HR policies and procedures.
- Identify staffing and recruiting needs; support the development and implementation of employee retention and engagement initiatives to attract and retain top talent.
- Oversee IT operations in partnership with IT vendors to manage technology resources and infrastructure needs.
- Coordinate facilities management, including maintenance and operational standards.
- Perform other related duties as required to support the administrative operations of the organization.



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Required Skills/Abilities:

- Knowledge of human resource functions, compliance, and employment regulations.
- Excellent Verbal and written communication skills.
- Excellent interpersonal and conflict resolution skills.
- Ability to work collaboratively within the organization and lead change.
- Ability to manage multiple priorities in a dynamic setting.
- Proficient with Microsoft Office Suite and related software.

Education and Experience:

- Undergraduate degree in business administration or related field.
- Three years of experience in human resources, administration and/or operations.
- SHRM Certified Professional (SHRM-CP or SHRM-SCP) certification, preferred.
- Project management experience preferred.

Physical Requirements:

- Must have the flexibility to work evenings and weekends as required by the position.
- Must be able to lift up to 25 pounds at times.