

# Holley Navarre Water System, Inc.

## Job Description

**Job Title:** HR Administrator

**Department:** Administration

**Supervisor:** Director of Administration

**FLSA Status:** Non-exempt

**Approval Date:** June 29, 2021

### Summary

The HR Administrator will collaborate with and take direction from the Director of Administration. This position is founded on sound HR practices that support achievement of the organization's strategic objectives. The incumbent in this position oversees all aspects of the employee lifecycle. Emphasis is placed on employee engagement, development and retention. Serving as the mode of communication between the business operations and the workforce is a key role of this position. Holding management and employees accountable for adherence to the HR policies and procedures of the organization is expected. The incumbent will develop and implement policies, procedures and industry best practices to support the strategies of the organization. The highest standard of confidentiality is required in this position due to the sensitive nature of information entrusted to the incumbent.

The duties in this position apply to Holley-Navarre Water System (HNWS) and its affiliated companies, Municipal Engineering Services, Inc. (MESI), The Club at Hidden Creek (TCHC), and Fairpoint Regional Utility Service (FRUS).

### Professional Strengths

- Facilitates change and fosters a culture of continuous improvement
- Thrives in a fast-paced work environment with shifting priorities
- Works effectively with frequent interruptions
- Communicates concisely and follows-up on action items
- Sets clear expectations for adherence to routine processes
- Researches and utilizes expert resources to obtain reliable information
- Strives for zero defects in work products
- Upholds strict standards of confidentiality
- Embraces technology and works comfortably in business and HR related software

## **Education and/or Experience**

Bachelors degree in Human Resources or Business Administration is preferred; five years related experience and/or training; or equivalent combination of education and experience.

## **Certificates, Licenses, Registrations**

Professional in Human Resources (PHR) and/or Society for Human Resource Management-Certified Professional (SHRM-CP) certification is preferred or the candidate is qualified and able to obtain certification within 24 months of employment; Certified Compensation Professional (CCP) preferred; Valid driver's license

## **Key Responsibilities and Duties**

- Ensures continuity of operations through succession planning, cross-training, and implementing business continuity strategies
- Leads performance management, progressive disciplinary actions, corrective actions, and separation of employment
- Operates with the specified budget
- Reports on key performance indicators (KPIs)
- Oversees timekeeping and processes payroll
- Conducts wage studies and tracks total compensation
- Administers benefits
- Drafts and maintains up-to-date job descriptions
- Recruits, facilitates the application process, tracks applicants, and onboards new employees  
Manages employee entitlements and claims regarding workers' compensation and unemployment compensation
- Engages employees through various programs including special events, awards, etc.
- Elevates the workforce through professional development, training, and career progression planning
- Develops and ensures HR policies, procedures, and practices are compliant with local, state, and federal regulations
- Documents and maintains standard operating procedures for HR job duties
- Evaluates and designs processes to improve the efficiency HR processes
- Serves as the subject matter expert on the Human Resources Information System (HRIS)
- Revises and keeps the employee handbook and HR policies current
- Empowers managers and supervisors to perform routine HR duties and follow HR policies and procedures
- Advises managers and supervisors on handling employee issues within their department
- Analyzes departmental processes and systems and recommends solutions for improvement
- Coordinates with external resources and partners including software vendors, outsourcing agencies, independent consultants, and contractors
- Fulfills job duties within budget allocation
- Other duties as assigned by the Director of Administration to meet the needs of the organization.

## **Supervisory Responsibilities**

There are no supervisory responsibilities in this position.

## **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

**Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

**Project Management** - Coordinates projects; communicates changes and progress; completes projects on time and budget.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

**Teamwork** - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

**Written Communication** - Edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.

**Change Management** - Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.

**Quality Management** - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors work to ensure quality.

**Business Acumen** - Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.

**Diversity** - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment.

**Ethical Behavior** - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.

**Achievement Focus** – Sets and achieves challenging goals; holds self to high standards.

**Organizational Support** - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; supports affirmative action and respects diversity.

Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Work Ethic – Demonstrates a positive attitude toward challenging tasks; works overtime hours as requested and approved by supervisor; has ability to work beyond regular working hours as needed.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Innovation - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

Judgement - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Communication Skills**

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the community. Ability to write speeches and make effective and persuasive presentations to employees, management, public groups, and boards of directors.

**Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**Reasoning Ability**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**Computer Skills**

Intermediate Microsoft Office 365 skills, experience with Human Resources Information Systems (HRIS) platforms, Customer Relationship Management (CRM) software and an ability to master new applications to meet the needs of the organization.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

**EMPLOYEE ACKNOWLEDGMENT:**

I have reviewed this HR Administrator job description and discussed the contents with my manager. My signature means that I have been advised of my job description.

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Employee Name

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Employee Signature

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Date