

**Position:** (Full-Time) Human Resources/Operations Director

**Primary Worksite:** Main Office

**Person Reports To:** Ms. Dianna Payton, CEO

**Salary Range:** \$75,000 - \$95,000



**Main Office**

11404 Lake Sherwood Avenue

N., Ste B

Baton Rouge, LA 70816

**To Apply: Email Resume and Cover Letter to [apply@ywca-br.org](mailto:apply@ywca-br.org)**

**Commitment:** Ensures successful operation of the YWCA – Greater Baton Rouge by assisting and supporting the Chief Executive Officer in matters related to human resource management, program implementation, training and development, facilities, and other operational duties as assigned.

The [YWCA Greater Baton Rouge](#) is dedicated to eliminating racism; empowering women; and promoting peace, justice, freedom and dignity for all. To accomplish this, we strive toward being a premier service movement and building a community where women are respected leaders in all sectors of society, diversity is embraced and all people belong to one race - the human race. Specifically, the YWCA provides direct service through three programs:

- Early Head Start
- SIHLE
- Racial and Social Justice

Through our dedicated and tireless efforts, the YWCA hopes to change the odds for East Baton Rouge Parish families, supporting opportunities for otherwise vulnerable people to live with dignity and decency.

Human Resources / Operations Director Job Responsibilities:

- Responsible for personnel information management – maintains personnel files, I-9 records, drug and alcohol screening and background investigation results, and other employee records. Ensures the organization is in compliance with laws, regulations, and YWCA GBR policies.
- Drives the hiring process through recruitment and screening of applicants.
- Advises management on retention strategies with a focus on leadership support and employee growth; facilitates organizational discussion of the same.
- Provides orientation to new employees and assists with the termination process for existing employees, as needed.
- Provides coaching to managers on difficult and complex personnel issues; provides pragmatic and consistent guidance and advice to managers on grievance, attendance, disciplinary and performance issues; raises proactive issues with managers, identifies practical solutions to complex and diverse HR issues, while recommending appropriate action plans.
- Handles employment-related inquiries and verification requests.
- Coordinates the scheduling of the annual performance appraisal process for all employees (excluding CEO); works with management staff to craft consistent, equitable and competitive compensation and incentives for existing and prospective staff.
- Receives employee complaints and acts accordingly to resolve them.
- Acts as the organizations Clients Rights Officer (CRO) to assist clients in filing grievances, if needed.
- Utilizes outside resources in order to monitor issues and concerns in employment law, communicating potential changes or issues to senior management and executive team.

- Reviews and revises HR policies in compliance with changing or new legislation; keeps managers informed on antidiscrimination regulations.
- Responsible for administering and keeping information on benefits and compensation packages up to date.
- Conducts trainings for employees regarding benefits, diversity, leadership, employee policies and various other employment topics, as needed.
- Develops, implements and participates in employee recognition and staff morale programs, such as birthday and anniversary recognition, holiday party, and other events as appropriate.
- Acts as the organization's Privacy Officer, ensuring the agency's compliance with Health Insurance Portability & Accountability Act (HIPAA) privacy rules.
- Implements a workforce development program, focusing on job readiness, employment sustainability and education/training initiatives, serving as a resource for the agency clients and residents.
- Monitors and maintains safety at all YWCA-GBR Facilities
- Supports the Chief Executive Officer through Crisis Management & Logistics
- Writes Policies and Procedures
- Performs other duties as assigned.

#### **SKILLS & QUALIFICATIONS:**

- Experience in human resources preferred.
- Experience in payroll preferred.
- High-level oral and written communication skills, with the ability to interpret and explain written and statistical data to a wide range of audiences.
- Ability to convey with poise difficult and challenging information to employees.
- High standard of attention to detail.
- Sensitivity to the needs and issues of the YWCA GBR's client population, and the ability to establish a strong rapport with the same.
- Keen understanding of the YWCA USA and YWCA GBR mission, vision, history and programs.
- Comfort and agility in personnel engagement and developed skills in relational savvy.
- Demonstrated commitment to and championing of the organizational mission and vision.
- Must be able to work independently and be an enthusiastic self-starter, who is intelligent, highly creative and innovative in designing and planning, hard-working, punctual, detail-oriented, and personable, with strong organizational skills.

#### **EDUCATION & EXPERIENCE:**

- Bachelor's, Master's, or Doctorate degree in public administration, business administration, organizational leadership, human resources or related field is preferred;
- 10 years related Human Resources experience.
- Progressive learner.
- Experience working in deadline-driven environments.

- Able to work well in a team environment, handle multiple assignments and meet deadlines.

### **COMMITMENT TO SERVICE:**

- Must be responsive to the needs and request of staff, volunteers, donors and Board of Directors.
- Must extend courtesy, friendliness and overall respect to all of the above.
- Will collaborate with other staff and/or departments to meet the needs of the organization.
- Will be available to times and events when evenings and weekends will be required to fulfill duties.

### **INTERPERSONAL COMMUNICATION/TEAMWORK:**

- Listens well, shares work-related information, is open to others' perspectives, work styles and methods.
- Willingly collaborates and cooperates with others in the organization.
- Develops effective working relationships at all levels and values these relationships as critical to effective work.
- Ability to address conflict in a respectful manner.
- Expresses ideas clearly and effectively both verbally and in writing.

### **DEPENDABILITY/PUNCTUALITY:**

- Ability to prioritize work to meet deadlines.
- Consistently follows through on projects and issues.
- Flexible, adaptable and responsive to change.
- Ability to adequately respond to requests and demands in a timely manner.
- Adept at modifying plans/strategies as needed to best meet the needs of those involved.

#### **❖ Expectations include:**

- Adhering to the YWCA Code of Conduct.
- Attending all training opportunities as provided in order to stay informed of community agencies, resources, workshops, and classes, encouraging parents/caregivers to attend community events.
- Attending all appropriate staff meetings.
- Maintaining professionalism through actions and behaviors (i.e., displaying a friendly, positive attitude towards duties, parents, staff members and others; displaying a positive mood that reflects enjoyment in the performance of job responsibilities and interactions; communicating appropriately using productive comments, pleasant expressions and welcoming gestures).
- Complying with YWCA policy regarding required reporting of child abuse, elder abuse, suicide and homicide.

- Projecting a positive image of the YWCA and its programs to the community.

❖ **Physical Requirements:** Able to lift a minimum of 25 pounds; stand up for 75% of the day; stoop and bend; able to climb steps and get in and out of a van or similar vehicle.

❖ **Equal Employment Opportunity:** It is

the policy of the YWCA to implement equal employment opportunity for all employees, and applicants for employment, without regard to race, color, sex/gender, age, creed/religion, ethnic and/or religious background/ancestry, national origin, citizenship, political belief, physical or mental disability, medical condition, gender

identity, sexual orientation, Vietnam-era veteran status or disabled veteran status, marital or family status, height and/or weight or any legally protected classification. Every effort shall be made to recruit candidates of color and women for every position opening. Positive action shall be taken to ensure the fulfillment of this policy. This commitment includes:

- Hiring, examination, appointment, placement, training, upgrading, promotion, retention or transfer.
- Recruitment, advertising or solicitation for employment.
- Treatment during employment.
- Rates of pay or other forms of compensation.
- Selection for training or educational programs.
- All benefits program.
- Demotion, lay-off or termination.

❖ **Employment at Will:** The YWCA is an “at will” employer. The YWCA or the employee may terminate the employment relationship at any time, with or without cause, and with or without notice.

**ELIMINATE RACISM  
EMPOWER WOMEN**

*The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required. The YWCA Personnel Policies & Procedures Manual is available to employees upon hiring, and flexibility is requested in evolving workplace responsibilities.*

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Applicant

\_\_\_\_\_  
Date

\_\_\_\_\_  
CEO

\_\_\_\_\_  
Date