



**Position:** Senior Manager of Human Resources

**Reports To:** Chief of Operations

**Status:** Full Time

**Summary:** The Senior Manager of Human Resources is the senior human resources professional for 2Life Communities, responsible for developing and executing a human resources strategy that is aligned with the organization's vision and strategic plan. The Senior Manager will help build an engaging and exciting employee-centric atmosphere that:

- Provides high-level, customer-focused service to our employees in all areas of HR administration and programs, including staffing, compensation, benefits, employee relations, performance management, policy administration, payroll and compliance.
- Builds, develops and maintains strong collaborative, consultative working relationships with employees and managers across the entire organization to deliver value-added HR supportive services.
- Establishes policies and benefit plan offerings to ensure 2Life Communities' appeal as an employer of choice and best practices known for investing in and retaining its employees

**Essential Duties and Responsibilities:** Ensure the successful operation of 2Life Communities' human resources function, and provide input and direction to senior management on compensation, benefits, and best practices with respect to employee retention and engagement programs. Functional areas include payroll administration, benefit plan and policies design and administration, recruiting and hiring, performance management, salary and compensation, HR compliance, and HR information systems (HRIS).

- Regularly review all employee benefit plans, policies and programs and benchmark against industry and comparable organization best practices. Evaluate entire employee benefit package (including life, health, dental, disability, retirement plans, vacation, sick and maternity leave, tuition, and employee assistance) with respect to value to employee versus cost to the organization, and effectively structure benefit programs to attract and retain top talent. Make recommendations and implement changes (including communication plan for employees) to all plans and policies.

- Manage the recruitment and hiring process, providing hiring managers with tools and assistance throughout the recruitment cycle including assisting with job descriptions, recruiting strategies, and screening and interviewing techniques to attract and hire the best available talent.
- Develop and maintain a comprehensive employee on-boarding program to ensure the experiences of new employees are positive, that prepares new employees for success in their role, and informs new employees as to the core values and mission of the organization.
- Play a key role in facilitation and resolution of employee performance or other employee relations issues. Counsel employees and proactively facilitate conflict resolution between employees, escalating issues as appropriate.
- Ensure accurate and correct processing of all personnel transactions with respect to employee compensation, participation in employee benefit plans, or changes to personal or other demographic information.
- Manage the bi-weekly payroll processing tasks, working with supervisors and with Finance Department to ensure accuracy of payroll.
- Oversee human management information system (HRIS), ensuring timely and accurate processing of requests and privacy of HR data and information. Develop and maintain a human resources information system that meets management information needs. Develop and report on employee satisfaction and other HR metrics for senior management.
- Maintain comprehensive knowledge of HR laws and regulations, and recommend best practices in all areas of human resource management including but not limited to recruitment, supervision, benefits and personnel policies. Ensure compliance with all laws and regulations, reporting requirements, audits or other employer obligations including workers' compensation, unemployment, COBRA, and fair hiring and non-discrimination practices.
- Drive and implement improvements to employee performance, mentorship, recognition programs, and policies, reporting and communicating progress and key measurements

**Supervisory Responsibility:** Two full time human resource professionals

**Working Conditions/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.

While performing the duties of this job, the employee is regularly required to type, file or lift office supplies up to 20 pounds. The employee is frequently required to stand, talk and hear.

**Qualifications:** The Senior Manager of Human Resources must have very strong organizational, communication, supervisory and project management skills, and be able to put in place and to maintain systems which ensure 1) compliance with all employee regulations and laws and 2) timely and accurate resolution of all employee requests and issues. Must have strong customer service philosophy and be able to engender the trust of all employees, and exhibit in practice the values of the organization to create an open and respectful environment which is governed by 2Life's "Principles of Practice."

The Senior Manager of Human Resources s will have the following experience and attributes:

- A Bachelors of Arts degree
- An advanced degree or professional certification such as PHR or SPRH is preferred.

- 6-8 years' experience in human resources, preferably in a nonprofit organization with at least 50 employees.
- Experience partnering with executive and senior management staff, resulting in the development and implementation of efficient and effective management strategies.
- Significant experience in or knowledge of human resources management and organizational development
- Excellent written and oral communication skills.
- Demonstrated leadership ability, team management and interpersonal skills.
- Excellent analytical and abstract reasoning skills, plus excellent organization skills.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.*

*\*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis*

Qualified candidates should forward a cover letter and resume by email to [hrjobs@2lifecommunities.org](mailto:hrjobs@2lifecommunities.org); by fax to (617) 912-8469, or by mail to Human Resources, 2Life Communities, 30 Wallingford Road, Brighton, MA 02135. For further information about 2Life Communities and its Brighton Campus, see our website at [www.2lifecommunities.org](http://www.2lifecommunities.org). 2Life Communities is an Equal Opportunity Employer.