



Job Description

Job Title: SGT – Human Resources Manager

Department: Human Resources

Supervisor: Senior Human Resources Director

Status: Exempt

FTE: 1.00

SALARY GRADE: 106

Solid Ground envisions a community beyond poverty and oppression where all people have an equitable opportunity to thrive. We are committed to working with compassion, integrity, accountability, respect, collaboration, and a social justice approach to supporting people to build well-being so that they can fully contribute to society, now and into the future. We value collaboration and leadership from the communities we serve. As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened and as such we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency, and to encourage staff to fully engage in those activities.

Job Summary: The SGT, Solid Ground Transportation, Human Resources Manager position supports Solid Ground Transportation, our largest program. This role is responsible for benefit and leave administration, accommodations, and workers compensation claims, related to SGT. Effectively coordinates all cases/claims to include general administration, comprehensive case management and program compliance with the L&I, Family and Medical Leave Act and all related employment laws. Assists with Employee Relation issues. Provides project management support for special assignments and initiatives. Oversee the DOT process related to hiring, random testing and injuries. This position requires strong problem-solving and attention to detail, data analytics skills, collaboration, and organizational skills, and supporting a union environment.

Essential Responsibilities, Duties & Tasks:

25% **Benefits Administration:** Respond to employee questions including but not limited to plan eligibility, life event changes and wellness events. Orient new hires and educate/train current employees on benefits. Inform employees of changes and

developments related to benefits including eligibility, coverage, and provisions. Participate in vendor and HRIS audits to ensure accuracy of benefit records. Participate in the annual open enrollment processes and new employee benefits enrollment to ensure all critical tasks are completed, employee communication is timely, and deliverables are executed. Maintain knowledge of trends, developments, and best practices in benefits administration.

Keeps informed of collective bargaining agreement provisions to aid with benefit or leave related matters. Independently researches issues, gather data, and advise on findings.

- 20% **Leaves Administration:** Assist and is liaison for the Benefits & Leave Administrator for the full cycle leave administration processes including Parental Leave, FMLA, Paid Family & Medical Leave (PFML), personal leave and other types of company approved leave for SGT. Oversee and administer all Workers Compensation claims related to SGT only. Will also work with medical accommodations and return-to-work processes. Support Leave requests, providing employees guidance and procedures on how to navigate full cycle of Leave from initiation to return to work. Oversee tracking, documentation, and timely responses for active leave of absences and incoming requests. Work closely with SGT management to support employees who go on leave. Arrange approval of employee leaves to properly track in the system. Coordinate with the Benefits & Leave Administer & Payroll team to ensure pay and use of PTO (or other leave codes) is reflective of the actual leave schedule and collaborate on the true-up and reconciliation process when the employee returns to work. Field and answer leave related questions about state and federal regulations, healthcare plans, and Americans with Disabilities Act (ADA) related inquiries. Liaison between departments and vendors on Workers Compensation related inquiries. Assist employees with Short-Term and Long-Term Disabilities inquiries.
- 20% **Drug and Alcohol Program Coordination:** Assist in administering the Department of Transportation Drug and Alcohol program; track and analyze statistical data required for Federal reporting purposes; generate quarterly and annual reports; reconcile quarterly invoices and maintain drug and alcohol testing files for randoms, new hires and work injuries; conduct drug and alcohol testing reference checks. Prepare and participate in federal audits.
- 20% **Employee & Labor Relations/Employee Engagement:** Under the general direction of the Senior HR Director, provide HR policy/union contract interpretation and procedural guidance and applicable trainings. Assist with onboarding and offboarding processes. Participate in labor management meetings and union negotiations. Send monthly union rosters to the unions. Maintain knowledge of legal requirements related to day-to-day management of employees. Assist employees and SGT management with resolving employment related issues with a strong emphasis on maintaining positive interpersonal relations and problem-solving informed by anti-racist principles and trauma informed care.

10% **Compliance Reporting:** Assist with annual reporting for OSHA, MVR, (Motor Vehicle Reports) and unemployment claims. Attend unemployment hearings when applicable.

5% **Other Duties as Assigned**

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Education and Experience:

Requires the following:

- a) Seven years of experience working in Employee Relations, Benefits, Workers Comp, and Leaves with strong knowledge of health and welfare plans, in a union environment. Including 4 years of management experience and two years' experience in union and labor relations. Experience working in a transportation and/or warehouse type of environment strongly preferred.
- b) Bachelor's degree in human resource management, or related field. Two years of relevant experience may be in lieu of degree.
- c) CEBS/CBP/PHR certification or advanced training in benefits and/or leave management are a great plus.

Desired qualification: PHR or SPHR certification

Minimum Qualifications:

- Strong working knowledge and experience in multiple HR functions and procedures (benefits, leaves, labor law and employment best practices, HR systems, training, performance management, employee relations, change management)
- Ability to comprehend, interpret, and apply the appropriate sections of applicable laws, guidelines, regulations, ordinances, and policies.
- Thorough understanding of state and federal laws and compliance concerning labor relations and regulations.
- Strong analytical skills including an advanced level ability in Excel.
- Excellent organizational abilities, and initiative.
- Strong record keeping skills and attention to detail; ability to maintain accurate files and databases.
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response.
- Thorough understanding of negotiation techniques and dispute resolution.
- Ability to remain tactful, calm, and persuasive in controversial and/or confrontational situations.
- Advanced knowledge of Microsoft 365, & Teams.
- Excellent communication skills, both oral and written
- Excellent presentation skills

- Excellent customer service skills
- Ability to work successfully individually in a self-directed manner and as part of a team in group projects.
- Ability to take general direction and apply it to specific circumstances as the situation requires
- Willingness and ability to work with people from a variety of racial, cultural, educational and economic backgrounds with various lifestyles
- Experience with HRIS & Timekeeping administration preferably with Paycom.
- Experience working or volunteering in a non-profit
- Ability to travel occasionally to Wallingford Headquarters as required.

Physical Demands/Working Conditions: This is a hybrid position, works on site four days a week onsite at Solid Ground Transportation and remotely one day a week. Employees in this position perform general office duties. Spends 50% of their time working on the computer and 50% of their time answering phone, employee questions, copying, filing, reports, meetings, and mail. Occasional outside meetings or training. May lift/carry up to 20 pounds rarely, 5-10 pounds occasionally and push/pull 10 pounds seldom, 1-5 pounds frequently. Must be able to sit/stand as needed. Stairs not required. Must be able to travel to offsite Solid Ground locations.

Hours & Compensations: This is a full-time exempt position Monday through Friday. Annual salary starting at \$84,329.00 plus benefits. Salary range \$84,329.00 - \$109,682.00. Benefits include medical, dental, short-term and long-term disability insurance, basic life insurance, 401(k) savings plan including agency contribution and match, holiday pay, generous paid personal leave package and tax-sheltered health care and dependent care accounts.

Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.