
JOB DESCRIPTION: Senior, MANAGER, HUMAN RESOURCES

DEPARTMENT:	Talent Management-Human Resources	REPORTS TO:	Executive Director, Talent Management
JOB CLASS:	Senior Manager	PAY GRADE:	20
EXEMPT STATUS:	Exempt	DATE:	7/13/2017

POSITION GENERAL SUMMARY:

The Senior Manager, Human Resources is responsible for leading and overseeing HR administration, and monitoring of human resources policies, procedures, and programs ensuring compliance with all applicable federal and state laws, regulations, and DOE requirements. The SR Manager, Human Resources will work in collaboration with the Executive Director in overseeing functions of Talent Management relating to employment, eg, recruitment and selection, employee satisfaction and retention, performance management, compliance, benefits and compensation, and general human resource operations. The Senior Manager also leads strategic development within Talent Management to create internal efficiencies with regard to HR processes and works collaboratively with senior leaders to resolve issues and continuously improve Talent Management within FLVS.

ESSENTIAL POSITION FUNCTIONS:

- Provide leadership and oversight to all FLVS managers related to employee performance, coaching and counseling to aid in continuous improvement.
- Partner with the Executive Director on employee performance escalations, requests for predetermination meetings, and directives.
- Work in collaboration with the Executive Director to manage, direct and oversee Human Resource functions and services, consistent with federal and (multi)state laws/regulations, and FLVS priorities, policies and procedures
- Conduct periodic audits of current systems, procedures, policies, and workflows to ensure efficiencies and legal compliance;
- Develop processes that improve department and end user efficiency and enhance overall Talent Management productivity
- Establish credibility throughout the organization with management and employees in order to better utilize human resources services.
- Collaborate with leaders for the purposes of addressing districts objectives and implementing policies/practices to meet program needs of FLVS.
- Work in collaboration with the Executive Director to manage talent management work flows and monitor talent management budgets
- Interpret, clarify, and enforce school policies and procedures related to Talent Management
- Work in collaboration with leaders and Executive Director to develop and facilitate employee training and training documents;
- Research, benchmark, and identify performance management best-practices across industries; create opportunities to implement best-practices identified as a cultural fit
- Collaborate internally to identify performance-based challenges, gaps, and deficiencies in the area of talent management

- Lead Talent Management initiatives to identify trends or areas of opportunity for manager-specific and department training/coaching
- Manage, direct, and supervise assigned direct reports, including general leadership, planning, organizing, and reviewing
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:

Education/Licensure/Certification:

- Bachelor's degree required.
- HR industry certifications preferred

Experience:

- Seven years progressive Human Resource experience
- Three years management experience

Knowledge, abilities and skills:

- Ability to communicate in a manner that builds relationships and engages and values others
- Ability to problem solve and create win-win solutions
- Skilled in change management
- Ability to grow and develop a team
- Ability to establish, review, analyze and continuously improve processes
- Knowledge of principles, methods, and techniques of human resource administration
- Knowledge of current applicable federal, state, school district laws, codes and regulations related to human resources
- Ability to read, interpret and enforce State Board Rules, School Board Policy, Federal and State Laws governing public education and government liability
- Knowledge and understanding of human resources management to include staffing, performance management and employee relations, professional development, and benefits and compensation programs
- Ability to make sound decisions and recommendations within established guidelines
- Effective verbal and written communication

- Ability to organize, prioritize, and meet aggressive deadlines
- Ability to research information, analyze data, and make recommendations, plans of action, and formulate alternative resolutions and system improvements
- Must possess strong knowledge of computer operations and office software
- Must possess strong operational and trouble shooting skills for software resources
- Ability to work with and through people to establish goals, objectives, and action plans

CORE COMPETENCIES FOR SUCCESS:

<p>COMMUNICATION SKILLS</p> <p><i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i></p>	<p>CUSTOMER FOCUS</p> <p><i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>
<p>INTERPERSONAL SKILLS</p> <p><i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i></p>	<p>FUNCTIONAL /TECHNICAL EXPERTISE</p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i></p>

MANAGER COMPETENCIES FOR SUCCESS:

<p>COMMAND SKILLS</p> <p><i>Relishes leading; Takes unpopular stands if necessary; Encourages direct and tough debate but isn't afraid to end it and move on; Is looked to for direction in a crisis; Faces adversity head on; Energized by tough challenges</i></p>	<p>CONFLICT MANAGEMENT</p> <p><i>Steps up to conflicts, seeing them as opportunities; Reads situations quickly; Good at focused listening; Can hammer out tough agreements and settle disputes equitably; Can find common ground and get cooperation with minimal "noise"</i></p>
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<p>LISTENING</p> <p><i>Practices attentive and active listening with all groups/people; Has the patience to hear people out without interruption; Can accurately restate the opinion of others even when he/she disagrees</i></p>	<p>MANAGING DIVERSITY</p> <p><i>Manages all kinds and classes of people equitably; Deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; Hires variety and diversity without regard to class; Supports equal and fair treatment and opportunity for all</i></p>
<p>DEVELOPING OTHERS</p> <p><i>Provides constructive, concrete, behavioral feedback to others through monthly development discussions; Shares information, resources and suggestions to help others be more successful; Delegates challenging work assignments or responsibilities that will help the abilities and stretch others; Regularly meets with employees to review development needs, career aspirations and progress; Constructs compelling developmental plans and executes them; Creates a climate in which people want to do their best; Is a good judge of talent; After reasonable exposure, can articulate the strengths and limitations of people inside or outside the organization</i></p>	<p>TIMELY, QUALITY DECISION MAKING</p> <p><i>Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; Able to make a quick decision; Makes good decisions based upon a mixture of analysis, wisdom, experience and judgment; Sought out by others for advice and solutions; Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time</i></p>
<p>PROCESS MANAGEMENT</p> <p><i>Good at figuring out the processes necessary to get things done; Knows how to organize people and activities; Understands how to separate and combine tasks into efficient work flow; Can readily see opportunities or synergy and integration; Can simplify complex processes; Gets more out of fewer resources</i></p>	<p>TEAM BUILDING</p> <p><i>Develops networks and builds alliances; Participates in cross-functional activities to achieve organizational objectives; Focuses time and energy to develop direct report team and peer team; Fosters commitment, team spirit, pride and trust; Recognizes and rewards people for their achievements and contributions to organizational success; Identifies and tackles morale issues; Provides training and development to employees; creates and participates in team building sessions; Empowers others; Makes each individual feel his/her work is important; Invites input from each person and shares ownership and visibility</i></p>
<p>MANAGING & MEASURING WORK</p> <p><i>Clearly assigns responsibility for tasks and decisions; Sets clear objectives and knows what to measure and how to measure them; Monitors process, progress, and results; Designs feedback loops into work; Holds self and others accountable for achieving goals and objectives</i></p>	<p>COMFORT AROUND HIGHER MANAGEMENT</p> <p><i>Deals comfortably with more senior managers; Presents to more senior managers without undue tension and nervousness; Determines the best way to get things done with more senior managers by talking their language and responding to their needs; Crafts approaches to working with more senior managers that are seen as appropriate and positive</i></p>

<p>MANAGERIAL COURAGE</p> <p><i>Doesn't hold back anything that needs to be said; Is not afraid to provide current, direct, and "actionable" positive and corrective feedback to others; Lets people know where they stand; Faces up to people problems on any person or situation quickly and directly</i></p>	
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PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Orlando VLC
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.