



## **Position Profile**

### **Director of HR & People**

Direct Reports: HR Manager, Director of Culture

Reports to: Chief of Staff

## **Purpose:**

This isn't just a job, it's a calling. The Director of HR & People is responsible for working with the Leadership team in stewarding our workplace culture and leading all things Human Resources. Coaches, Educates, encourages, and leads other in a manner consistent with our ways of working. Serves leadership team as a strategic asset and is the HR operational leader for the church. The incumbent performs and a positive, strategic, team-oriented leader and sets the example for "Everyone's Welcome, Nobody's Perfect, and Anything is Possible". Specifically, the incumbent will lead talent acquisition, management and development, benefits & wellness, compensation, payroll, workforce management, performance management, employee relations & engagement, HR policy, federal & state legal and regulatory management.

## **Skills & Abilities:**

- Computer savvy, utilizes a number of different software systems to include the Microsoft Suite, and be comfortable learning and utilizing an HRIS/HCMS and/or payroll system.
- Strong verbal and written skills
- Exceptional attention to detail
- Ability to establish strong professional relationships with peers, employees and vendors.
- Ability to have difficult and sensitive conversations with leaders and employees.

## **Primary Responsibilities:**

- Lead all talent acquisition efforts from workforce planning to recruiting, onboarding and job training/employee development. Identifies recruiting technology and external resources, if any to be used. Confirms accurate and complete job descriptions for each role. Ensures Hires meet the job requirements and salaries are within the financial expectations of Cross Point.
- Performs workforce management by working with Leadership Team on determining the labor needs to accomplish the strategic plans of the church, and works with leaders to ensure they have the right people in the right position.
- Consults with leaders on employee relations matters, performance management and development needs. Assists with employee meetings providing leadership training in the process.
- Works with external benefits broker/consultant to identify the necessary benefits to provide to employees. Works with Executive Pastor and Chief of Staff to understand budget needs and selects plans and provisions that are most desirable to employees

while meeting budgetary constraints. Ensures benefit vendors are compatible and responsive to employee needs. Evaluates broker/consultant relationship periodically to ensure a beneficial relationship and that deliverables are met.

- Manages the compensation policies and practices of the church. Analyzes, on an annual or bi-annual basis, the compensation structure of the church to ensure staff are paid competitively and pay practices are not discriminatory in nature. May recommend mid-cycle adjustments to certain positions if retention or recruiting are presenting challenges to the church.
- Oversees the payroll activities and makes recommendations to HRIS/HCMS systems or payroll practices to improve accuracy, reduce costs, and eliminate manual processes. Ensures employee data is accurate, payroll is processed accurately and timely and church adheres to all state and federal laws, including but not limited to the Fair Labor Standards Act, and all wage & hour requirements under the U.S. Department of Labor and the Tennessee Labor & Workforce Development.
- Works with key individuals within the church to establish and lead a Performance Management Plan and ensure pay practices are in line with performance programs.
- Leads the employee relations function to include employee discipline, coaching and counseling. Assists leaders with mastering the skills of building positive and high performing employees.
- Works with the Director of Culture to ensure employee programs and events are reflective of the church's value placed on employees. This includes wellness programs, employee events, parties, and all-staff meetings.
- Works with the Director of Culture to identify, develop and deliver programs to enhance skills, build teams and strategize on church initiatives.
- Develops or reviews/revises, on an annual basis, the Employee Handbook, HR policies and procedures to ensure all are in compliance with federal and state laws and regulations. Responds to employee complaints, claims or allegations.
- Works with outside counsel as needed to respond to legal complaints. Responds to unemployment claims.
- Establishes processes for termination including involuntary terminations, exit interviews, removal from payroll and benefits, and identifying any necessary changes to job descriptions/ roles prior to beginning the recruiting process.
- Prepares quarterly and annual HR reports. Other ad hoc reports may be required.
- Prepares and delivers presentations to leadership and employees as needed.
- Performs duties and conducts personal lives according to the church's teachings and practices.
- Maintains the highest level of confidentiality in financial, personnel and peoples' most private matters.
- Leads others to live according to the church's teachings and practices.
- Performs other duties as assigned.

### **Education/Experience Requirements:**

- Bachelor's Degree in Human Resources, Business, Organizational Development or a similar field.
- HR certifications such as SHRM-CP, SHRM-SCP, SPHR, or PHR desired.
- Requires 7+ years in an HR leadership position. At least 10 – 12 years of total HR generalist experience strongly desired. Experience in a church HR role would be preferred.