



Human Resources Manager

Status: Full-time | Salary, Exempt

Reports to: Executive Director

Work Location: Mountain BizWorks serves the mountains region of North Carolina with offices in Asheville and Boone. We also have a hybrid work environment which enables remote work opportunities throughout the WNC region.

About Mountain BizWorks:

Mountain BizWorks (www.mountainbizworks.org) is passionate about serving Western North Carolina as a non-profit community development financial institution (CDFI) providing tailored small business lending and peer learning services. Our mission is to build a vibrant and inclusive entrepreneurial community in Western North Carolina by helping small businesses to start, grow, and thrive. When small businesses succeed, we all prosper.

Mountain BizWorks is seeking to create a diverse work culture that closely matches the diversity of our client base and the communities we support. Our seven core values are modeled by our team and incorporated throughout business operations: equity, inclusivity, collaboration, stewardship, sustainability, entrepreneur-centric, and local.

Purpose:

The Human Resources (HR) Manager is responsible for oversight and administration of the human resources department including all aspects of employee development and relations for Mountain BizWorks. The HR Manager combines operational, strategic, and equitable approaches to managing full cycle recruitment and talent development, performance, benefits and compensation administration, safety and workers' compensation, intern programs, workplace wellbeing, and employment law compliance. All HR activities should be led in a way that centers the organization's values.

Position Responsibilities/Essential Functions:

Overall HR Management

- Develop, implement, and evaluate all organizational human resources policies, programs, and procedures to support MBW's strategic and human resources goals.
- Ensure MBW's HR functions are aligned with our core values and prioritize equity, workplace wellbeing, and work with excellence.



- Effectively communicate HR policies, procedures, programs and laws both directly with staff and through partnering with management.
- Provide guidance and counsel to management regarding general human resources issues, including recruitment, hiring, compensation, benefits, equity, workplace wellbeing, discipline, performance management, and termination, among others.
- Gain broad team and management input into MBW HR programs and policies.
- Support the Executive Director and department directors with the development of annual department goals, objectives, and systems; similarly assist with strategic planning and team retreats including agenda development, logistics, scribing, or other roles.
- Assist with organizational and space planning including considerations around remote/hybrid-work.
- Oversee the record management function including maintenance, retention, transfer, and disposition of personnel records, software and files.
- Maintain employee and workplace privacy.
- Ensure compliance with laws and regulations.
- Serve as an active and collaborative member of the management team and participate in management, staff, and board meetings as needed.
- Serve on the CORE internal equity team to proactively address and advise on barriers to creating and maintaining an equity-centered workplace.

Payroll & Benefits

- Assist in tracking payroll changes and deductions and assist the Accountant with reviewing the monthly payroll previews to ensure correct salaries, bonuses, benefit deductions, etc.
- Administer benefits programs, including conducting analyses and serving as primary contact with providers (including group health and life), workers' compensation, unemployment and retirement plans.
- Develop, implement and control programs in a manner that ensures cost effectiveness, market competitiveness and internal equity among employees.
- Assist in communicating benefits information to employees and developing any information systems as applicable to aid employees in having on-demand access to pertinent benefits or other HR services.
- Manage the monthly timesheet system and tracking and reporting on employee PTO usage.
- Lead administration of special benefits programs including Self-Care Fund, Sabbatical Program, and others.

Full Cycle Talent Management

- Assist in identifying staffing needs and creating job descriptions.
- Manage the standard recruitment and hiring process and ensure it runs smoothly.
- Serve on the interview team for all positions and chair any employee selection committees.



- Create and implement a smooth and effective onboarding and orientation process for employees.
- Lead staff wellness and performance management including employee performance goals, and performance reviews.
- Develop and manage customized employee development programs and assist managers in coaching employees on professional development opportunities.
- Assist managers with group and/or individualized ongoing training, coaching, and other support so that they can provide effective and empathic leadership for their teams.
- Focus on creating a healthy work environment that supports excellence and focused effort whilst not giving into tendencies of overwork common at mission-driven organizations.
- Establish an in-house training system that addresses MBW training goals including providing baseline CDFI loan readiness understanding to all staff, management development, minimizing silos between departments, essential function cross-training, team lunch & learns, strengths assessments; and review needs at least twice annually with the management team.
- Assist managers with the selection and contracting of external training programs and consultants.
- Assist with the development of and monitor the spending of MBW's employee training & development budget.
- Monitor implementation and advise managers in all employee performance improvement, disciplinary, and termination processes.
- Participate in exit interviews with outgoing employees.

Employee Relations

- Respond to employees' queries and resolve issues in a timely and professional manner.
- Take a lead review and response role when employee complaints or concerns are brought forth.

Additional Responsibilities

- Support with the onboarding of key contractors including business coaches and facilitators consistent with MBW's values and strategic goals.
- Help MBW build in time to celebrate when projects / milestones are achieved, as well as time for reflection on lessons learned.
- Assist in planning and coordinating team development outings.
- Develop, prepare, generate and analyze ongoing and ad-hoc special reports pertaining to employee personnel information and data, including issues such as benefits costs, staffing levels/deployment, turnover, recruitment, applicant tracking, promotions, etc.
- Maintain knowledge of industry and human resources trends and developments.
- Provide monthly reports to the ED covering HR program accomplishments, challenges, opportunities, and other relevant information.
- Take the lead on occasional HR special projects and additional duties as assigned.



Minimum Required Education, Skills, and Attributes:

- Commitment to [Mountain BizWorks' vision, mission, and values](#).
- Must live in [Western North Carolina](#), or be willing to relocate here.
- Minimum of a bachelor's degree; preferably in human resources or a closely related field.
- Advanced HR certification preferred: either SPHR (from HRCI) or SHRM-SCP (from SHRM).
- At least 5 years of overall human resources experience, preferably with an organization with at least 20 employees.
- Knowledge of labor laws and regulations.
- Demonstrated proficiency in HR strategic policy development, documentation, and implementation.
- Keen analytic, organization and problem-solving skills.
- High degree of professionalism, maturity and confidentiality, and ethical conduct.
- Excellent leadership, communication and people skills.
- Experience in educating and coaching staff.
- Experience with advancing workplace diversity, equity, and inclusion.
- Experience in conflict resolution, disciplinary processes and workplace investigations.
- Proficient in payroll and benefits administration.
- Technologically savvy.
- Experience in effectively communicating key data, including presentations to senior management, board or other outside partners.
- Strong budget and management skills, including proven experience in managing multiple projects with strong prioritization skills.
- Very organized and detail-oriented.
- Ability to thrive in an entrepreneurial, team-oriented, mission-driven environment.
- Flexibility to work remotely during the pandemic when required.

Other (Supervisory Responsibilities, Schedule, Travel):

- This position has no supervisory responsibilities.
- Normal business hours are Monday - Friday, 9am - 5pm with opportunities for flexibility; however, this position may require some weekend and/or evening work to accommodate quarterly and annual reporting requirements and/or the needs of Mountain BizWorks.

Physical Demands:

- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Work Environment/Physical Demands: position duties are performed in a typical office environment, with minimal exposure to excessive noise or adverse environmental



issues. Possible prolonged periods sitting at a desk and working on a computer. The employee may occasionally lift and/or move up to 10 pounds.

Compensation & Benefits:

Anticipated starting salary range of **\$55,000 - \$65,000**, with the opportunity for a higher starting salary based on skills and experience.

- Medical insurance plans
 - 80% of employee medical paid by employer
 - family coverage paid by employee
- Dental, vision & supplemental insurance options
 - 100% employee paid
- Retirement plan
- 10 paid holidays
- Paid Time Off (PTO):
 - Earn 18 days/year the 1st year of employment
 - Earn 24 days/year after 1st year of employment
- Professional Development Fund
- Sabbatical Leave Program
- Self-Care Fund
- Flexible schedule opportunities, as permitted by the role and workload

How to Apply:

Qualified/interested candidates should **email** their resume and cover letter to careers@mountainbizworks.org with the subject line "**Human Resources Manager**". Initial responses to this opportunity are requested by **9am EST on Monday, October 10th, 2022**, with the position remaining open until filled thereafter.

Mountain BizWorks values and respects all types of diversity and strongly encourages applicants from traditionally marginalized groups to apply. We prohibit discrimination and harassment and provide equal employment opportunity without regard to, and not limited to, ethnicity, religion, race, national origin, abilities, gender identity, sexual orientation, age or genetic information.