



Success Profile

Job Title: HR Director **Department:** Operations **Director:**

Purpose:

To perform administrative tasks and services to support effective and efficient operations of City Hope Church's human resource department.

Experience, Knowledge, and Skills Required:

- Prior related office experience is required
- One year of experience in Human Resources, Benefit Administration, Payroll, or related field is preferred
- Effective verbal and written communication skills
- Excellent interpersonal skills with the ability to manage sensitive and confidential situations with tact, professionalism, and diplomacy
- Excellent time management, organizational skills, and attention to detail
- Proficient with Google Suite or related software
- Proficient in ADP
- Ability to learn new skills and adapt to new systems as necessary
- Ability to meet deadlines and work well in a fast-paced environment
- Ability to build strong working relationships at all levels of the organization
- Ability to handle problems creatively and efficiently, using sound judgement

Essential Functions and Responsibilities:

- Integrates and on-boards new employees, including payroll documentation and employee handbooks, 403b and insurance options.
- Completes employee orientations.
- Manages time off and vacation requests via staff calendar and time off request form.
- Coordinates with external partners who provide 403b, Health Insurance, and payroll.
- Semi-annually researches to provide data for a full range of benefits as well as incentives, appreciation gifts, and team building exercises with a focus on reducing church expenses.
- Prepares and processes documentation for new hires, terminations, position changes, trainings, and similar employee life events, including offer letters and success profiles.
- Maintains accurate and up-to-date human resource files, records, and documentation, both online and in person.
- Processes employee benefit enrollment changes and reviews carrier invoices for accuracy and completes payment.
- Provides coordination support for recruitment efforts.

- Answers frequently asked questions from applicants and employees relative to standard policies, benefits, hiring processes, etc.; refers more complex questions to Executive Director of Operations.
- Maintains the integrity and confidentiality of human resource files and records.
- Performs periodic audits of HR files and records to ensure that all required documents are collected and filed appropriately.
- Provides staff employment and salary verifications upon request.
- May assist with payroll functions including processing and answering employee questions.
- Provides appropriate support to annual workers' compensation audits.
- Assists with planning and execution of special events such as employee recognition events, holiday parties and any other type of celebrations.
- Shops for new health insurance benefits annually in order to reduce costs and improve employee benefit packages.
- Maintains currency on all state and federal HR guidelines.
- Maintains relationships with benefits advisors, staying up to date with all available options.
- Maintains a calendar with all staff and staff family important dates, such as birthdays, anniversaries, and work anniversaries; provides frequent encouragements to the team including notes or small gifts for a job well done.
- All other duties as assigned.

Attributes:

- Love for God.
- Love for people.
- Devoted to the call of God, to the unity, leadership, vision, purpose and core values of City Hope, and to fulfilling the Great Commission with integrity and passion.
- Pursues excellence with a work ethic that is excellent, protective and frugal with time and money.
- Loyal, trustworthy, and faithful.
- Displays an attitude of a Christ-like servant and is a humble, life-long learner.
- Works well with others, cultivates a team-building atmosphere, and nurtures positive relationships with other staff and team members.
- Maintains God-ordained priorities: Jesus Christ first, spouse second, children third, and ministry fourth.
- Gives at least 10% of income to the vision of City Hope Church.
- Strives to keep unity and maintain charity of faith toward others (James 3:1, Romans 14, Romans 15:1-5).

Key Performance Measurements:

A values-based performance review will be conducted annually on hire-date anniversary. This review is based on City Hope Values and Standards (located in the Employee Handbook).

*This description is not all-inclusive, and other duties may be assigned as necessary.