



# FILER CREDIT UNION

**POSITION TITLE:** Human Resources

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** EXEMPT

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## **REPORTING RELATIONSHIPS**

**POSITION REPORTS TO:** President/CEO

**POSITIONS SUPERVISED:** n/a

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## **POSITION PURPOSE**

Responsible for administration and supervision of the institution's human resources programs and staff. Responsibilities include administration of recruiting, and employee relations. You will also be responsible for the development and implementation of training programs in accordance with company initiatives and strategies. Oversees the logistics of training sessions, including location and supplies. Manages and evaluates the employee performance and the infrastructure of the training department.

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## **ESSENTIAL FUNCTIONS AND BASIC DUTIES**

1. **Assumes responsibility for human resources department.**
  - a. Manages the recruiting and selection activities of the company to identify needed critical skills, employ, place, and/or transfer internal and external managers, professionals, technicians, and support staff to ensure adequate staffing levels.
  - b. Recommends and administers effective recruiting program, conducts exit interviews.
  - c. Ensures accurate, updated personnel information is available to other departments and to organizations as required.
  - d. Provides counsel to executives, managers and employees on human resources issues and policies with the intent of enhancing employee relations and maximizing company productivity, as well as reducing exposure to legal liabilities.
  - e. Responsible for the effective and efficient implementation of training functions.

- f. Oversees new employee orientation sessions, on the job training, refresher and individual training, and volunteer training.
- g. Recommends and assists in formulating training programs and determines instructional methods, utilizing individual training, group instructions, demonstrations, and workshops; selects or develops training aids such as handbooks, visual aids, and tutorials.
- h. Tracks the progress of trainees through routine tests, observation, and feedback from supervisors; evaluates the effectiveness of the training program.
- i. Ensure company compliance with FMLA, ADA, HIPAA, FLSA and other federal, state, and local laws.
- j. Responsible for planning, development, and implementation of effective human resource strategies and policies.
- k. Assists Senior Management in developing short and long-term objectives, goals, and strategies. Administers operational plans, policies, and goals which further strategic objectives.
- l. Responsible for implementation of new training programs. Assesses training techniques, evaluates training results, and considers process improvement techniques to suggest meaningful modifications to existing training programs.
- m. Recommends and determines instructional methods, utilizing individual training, group instructions, demonstrations, and workshops; selects or develops training aids such as handbooks, operating guides, visual aids, and tutorials. Considers a wide variety of learning mediums and approaches appropriate for adult learners to ensure a productive and successful means of training.
- n. Assists the marketing department with assigned tasks.
- o. Completes tasks as assigned by President/CEO.

2. **Assumes effective working relationships with credit union staff**

- a. Partners with Benefits Administrator on the company's benefit programs.
- b. Consult with and advise employees on their eligibility for these and other related benefits.
- c. Assures compliance with all legal requirements of HR programs and ensures reports are made as required.
- d. Compares vendors to identify cost savings.
- e. Assists with tracking individual progress and conducting performance appraisals. Formulates and implements corrective actions as needed.
- f. Works collaboratively and across the organization with managers, supervisors, and staff

3. **Effectively supervises assigned personnel, ensuring optimal performance. (If assigned)**

- a. Provides leadership through effective goal setting, delegation, and communication. Conducts regular staff meetings to ensure personnel are well informed of changes in programs, policies, and procedures.
  - b. Selects, trains, and directs area personnel. Provides assistance and support as needed.
  - c. Conducts performance appraisals as assigned. Provides measurable feedback to staff and suggestions for improved performance.
  - d. Formulates and implements employee corrective actions as needed.
4. **Assumes responsibility for establishing and maintaining effective business relations with vendors, outside auditors, and regulators.**
- a. Serves as a liaison between the Credit Union and regulatory authorities.
  - b. Ensures the Credit Union's HR practices are within policy.
  - c. Completes and reviews policies as assigned monthly.
5. **Credit Union Employee**
- a. Ensures work area is clean, secure, and well maintained.
  - b. Assumes responsibility for related duties as required or assigned.
  - c. Assists with promotional activities, cross sells credit union services.
  - d. Participates in credit union committees and special events.
  - e. Completes special projects as assigned.
6. **Professional Development**
- a. Network and attend functions outside of credit union.
  - b. Community involvement.
  - c. Team collaboration, provide assistance, support and knowledge to management team as well as all credit union staff.
  - d. Ensures the Credit Union's professional reputation is maintained both internally and externally.
  - e. Represents the Credit Union in contacts with business and trade professionals.
  - f. Continual training and education.
  - g. Maintain and advance thorough knowledge of human resource topics, procedures, guidelines, and regulatory requirements.
  - h. Demonstrates a commitment to professional ethics and complying with all credit union policies, as well as Federal and State compliance policies.
  - i. Attends seminars and online webinars/courses.

## **PERFORMANCE MEASUREMENTS**

- 1. Good relations between staff and Human Resources
- 2. Performs auditing as requested by management.

3. Required reports and records are accurate and timely.
4. Executive Management is appropriately informed of area activities and of any significant problems.
5. Ensures that all staff members are highly trained and motivated to meet daily branch demands.
6. Tracks annual performance reviews and provides meaningful feedback to staff members during the year.
7. Regular and reliable attendance and punctuality.

## QUALIFICATIONS

<b>EDUCATION/CERTIFICATION:</b>	High school graduate or equivalent. Bachelor's degree in business or Human Resources and additional coursework preferred. PHR, SHRM-SCP certifications desired.
<b>REQUIRED KNOWLEDGE:</b>	Thorough knowledge of Credit Union products, services, and policies preferred.
<b>EXPERIENCE REQUIRED:</b>	Requires substantial knowledge of Human Resources policies, best practices, and laws.
<b>SKILLS/ABILITIES:</b>	Strong interpersonal and communication skills. Knowledge of FMLA, ADA, HIPAA, FMLA, FLSA and other federal, state and local employment laws is required. Well organized. Able to operate related computer applications in Microsoft Suite Good marketing skills. Strong supervisory abilities.

## PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

<b>REPETITIVE MOTION:</b>	Movements frequently and regularly required using the wrists, hands, and/or fingers.
<b>TALKING:</b>	Able to converse with members confidently, adequately, and accurately.
<b>AVERAGE VISUAL ABILITIES:</b>	Average, ordinary, visual acuity necessary to prepare or inspect documents or products or operate machinery.
<b>AVERAGE HEARING:</b>	Able to hear average or normal conversations and receive ordinary information.
<b>PHYSICAL STRENGTH:</b>	Sedentary work; sitting most of the time. Lift up to 50 lbs and exert up to 10 lbs. of force occasionally. (Almost all office jobs.) Able to sit/stand/walk as job requires.

## MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

<b>REASONING ABILITY:</b>	Ability to apply logical thinking to define problems, collect data, establish facts, and draw conclusions. Able to deal with multiple variables.
<b>MATHEMATICS ABILITY:</b>	Ability to perform basic math skills, use decimals to compute ratios and percents.
<b>LANGUAGE ABILITY:</b>	Ability to read and comprehend periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ability to prepare business letters, proposals, summaries, and reports using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.

### **INTENT AND FUNCTION OF JOB DESCRIPTIONS**

*Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*

*In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodation will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.*

*Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*

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