POSITION:  Human Resources Manager

REPORTS TO:  Chief Human Resources Officer (CHRO)

AGENCY SUMMARY:
Child Care Resources (CCR) has been at the forefront of the early learning landscape for 30 years ensuring that all children have equitable access to safe, engaging, and positive early learning experiences that promote school readiness and lifetime success. With a staff of 110 and a budget of $13 million, CCR provides a broad array of services for families and child care providers so that they in turn can support the development and well-being of our children.

THE OPPORTUNITY:
Human Resources Manager serves as a “first point of contact” for CCR’s employees’ HR needs. Provides thought partnership and counsel to managers. Advises with employees and managers to address root causes of human resources issues. In partnership with the HR Generalist and the HR Coordinator, develops effective business relationships with employees and managers across CCR. Collaborates and participates with all agency leaders on talent development, talent acquisition, company-wide programs, and initiatives (e.g., annual review, organizational change).

RESPONSIBILITIES:

Recruitment and Onboarding
- Create and manage an innovative recruiting and onboarding process.
- Monitor and ensure compliance with state and federal regulations in all recruitment functions. Utilize EEO/AA regulations in recruitment processes.
- Provide training to managers and supervisors on hiring processes, procedures, and legal requirements. Answer inquiries from management, employees and applicants on recruitment processes and procedures.
- Assist in the collection, verification, analysis and reporting of human resource information.
- Responsible for onboarding and new hire orientation.
- Acts as an advocate and Subject Matter Expert on recruitment and onboarding. Builds management capability to facilitate an open, and inclusive environment.
- Implements processes to proactively identify and address recruitment and onboarding issues.
- Proactively advises leaders/managers regarding HR guidelines and policies and responds to employees and manager inquiries.
• Partners with leaders/managers to ensure timely and effective feedback and onboarding management with supervisors.
• Strategizes with leaders/managers on hiring processes and talent management, conducting notification meetings, and preparing appropriate documentation.
• Manage all HR surveys and collection of data.

Employee Relations
• In collaboration with CHRO, provide information, interpretation, advice, training, and inform management and employees.
• Respond to questions and issues from employees and management regarding workplace concerns.

Labor Relations
• Provide information on workplace concerns, performance management, and compliance. Develop and maintain effective working relationships with employees, managers, and supervisors.

Compliance
• Maintain data integrity in HRIS systems and related vendor systems.
• Pull data and create reports to ensure timely data reporting to internal stakeholders and government agencies.
• Maintain employee files and assist in audit preparation.
• Assist staff with technical HR assistance and questions.
• Have knowledge of, or know where to locate policies and procedures, Washington Administrative Code, Revised Code of Washington, ADA, FMLA, L&I return-to-work, Title IX, Title VII, EEO, ADEA, FLSA, EPA, and other rules and regulations that may impact CCR.

QUALIFICATIONS:
Bachelor’s Degree required. Advanced degree with 5+ years of experience, or equivalent experience. Credentials in Business, HR, or Organizational Psychology helpful. Experience in any of the following HR functional areas: recruitment, onboarding, compensation, training and development, interpretation and application of laws, rules, polices; and procedures, appeals, grievances or unemployment hearings, performance management, program or policy development, performance reviews, organizational analysis or development, employee recognition or other functions relating to human resource management.

KNOWLEDGE, SKILLS, AND ABILITIES:
• Experience in the successful management of employee relations activities
• General functional HR skills, both transactional and strategic
• Ability to diagnose problems and identify and drive appropriate solutions.
• Project management skills
• Proven business acumen with client orientation and relationship management experience
• In depth knowledge of HR trends, best practices, and regulatory issues
• Knowledge and application of group facilitation techniques
• Conflict management and de-escalation skills
• Demonstrated proficiency in MS office with the willingness to deepen skills in analytical tools and the ability to learn and adapt to new HRIS technology.
• Effective written and oral communication skills.
• Emotional intelligence skills, interpersonal skills, and proven ability to work in a team environment.
• Effective listening skills with the ability to give and receive feedback.
• Employee exit process
• Develop and provide formal training.
• Cobra Administration
• 401k enrollment changes
• Flexibility of schedule and willingness to work select evenings and/or weekends.
• Perform other duties as assigned.

DESIRED QUALIFICATIONS:
• **Collaboration** - Works with others openly and transparently to create an environment where diverse viewpoints are valued, and information is shared with others for the purposes of achieving a shared staff experience goal.
• **Outcome Driven** - Using data to drive decision making, determine the work to be done, assess changes, adapt plans, measure progress, and follow-through on getting the work done in service of the desired staff experience outcome(s).
• **Functional Expertise** - Use functional skills and knowledge to provide solutions to our staff in a consultative manner.
• **Learning Agility** - Ability, curiosity, and willingness to learn from experiences and failures to adapt and adopt new ways of being and thinking (e.g., take risks, challenge status quo, be open).
• **Critical Thinking** - The process of actively and skillfully conceptualizing, applying, analyzing, synthesizing, and evaluating information from multiple sources and perspectives to reach an answer or conclusion.
• **Systems Thinking** - Understands the formal and informal intersections and interdependencies to be able to frame the problem, evaluate issues, see downstream affects, and identify future implications across the end-to-end system to help prioritize solutions.

COMPETENCIES:
• **Mission-driven**: Demonstrates commitment to the mission and values of the organization.
• **Anti-Racist mindset**: Demonstrates the values of anti-racist mindset, racial equity, diversity, and inclusion; fosters an inclusive environment that facilitates diversity.
• **Communication**: Uses effective written and oral communication with internal staff, partners, teams, and community served; demonstrates empathy and listening.
• **Adaptability**: Adapts and responds to change; proactively seeks opportunities to be supportive of change that serves our mission.
• **Ownership and quality of work**: Manages own work, and work of teams when relevant, ensuring delivery of high-quality work.
• **Decision-making**: Structures and facilitates decision-making processes; makes decisions effectively and responsibly to improve organizational health and impact.
• **Develops and motivates others**: Motivates and develops others to maximize individual, team and agency impact.
• **Continuous improvement minded:** Identifies strategies to improve organization’s impact; sets course and drives implementation.

**COMPENSATION:**
This is a full-time salaried position requiring a willingness to work some evenings and weekends. The expected salary range is between, **$60,020 - $75,027** depending on qualifications and experience.

**BENEFITS:**
CCR’s benefit package includes employer-paid top tier medical, dental and vision insurance plans for employees, 21 days of PTO per year in addition to 10 paid holidays, 3 floating holidays, and week-long office closure at year-end, flexible work environment, employer-paid life insurance, short-term disability/illness leave accrual, and 401k with 3% employer match.

CCR is an equal opportunity employer and we value diversity among our staff. We strongly encourage people of color, immigrants and refugees, people from the LGBTQ community, people with disabilities, and people from other historically marginalized groups to apply.

**HOW TO APPLY:**
Submit your resume, cover letter, and equity statement to hr@childcare.org. You will be asked to upload:

1. A resume

2. A cover letter, describing as specifically as you can how your experience, skills, and values are a fit with Child Care Resources’ goals and mission as described in this announcement.

3. A brief personal equity statement, describing your skills and experience engaging with issues involving diversity, racial equity, and inclusion, and/or in advancing racial equity in organizations. **This statement should not exceed 300 words.**

To learn more about Child Care Resources, please visit [www.childcare.org](http://www.childcare.org).