

## POSITION DESCRIPTION



**POSITION TITLE:** Human Resources People & Culture Leader **CREATED:** December 2020

**SUPERVISOR'S TITLE:** Director of Finance **FLSA Status:** Exempt

### PURPOSE

The Human Resources People and Culture Leader serves as a strategic partner with senior leadership and as a resource to all employees at the Fort Wayne Children's Zoo. This position develops and nurtures this partnership in order to build morale, improve workplace relationships, and boost productivity and retention. The position is responsible for delivering a high level of human resource expertise on employee relations, staffing, performance, and other critical issues to the institution. This position also contributes to positive guest experiences and performs other duties as required.

### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ▶ Supports and advises leaders regarding employee relations issues including coaching and managing employee performance and development.
- ▶ Facilitates and resolves complex employee relations issues and conducts various employee investigations.
- ▶ Oversees the implementation of the institutional diversity, equity, access, and inclusion programs as outlined in the FWCZ DEA&I Policy.
- ▶ Serves as chair for the Diversity, Equity, Access, and Inclusion Committee.
- ▶ Provides expert advice on succession planning and talent mobility on all levels.
- ▶ Oversees suspensions and disciplinary actions and ensures consistency and fairness.
- ▶ Leads performance management process. Acts as the performance improvement driver and provokes positive changes in people management.
- ▶ Facilitates performance appraisal process.
- ▶ Collaborates with the Senior Leadership Team to develop policies, programs, and solutions.
- ▶ Analyzes data staffing and labor trends and metrics to inform business decisions.
- ▶ Works closely with Executive Director and Director of Finance on merit increase process and compensation issues.
- ▶ Consults and engages on recruitment, application, interview, selection, onboarding, and follow-up process to ensure consistency and professional approach with all applicants. Interviews senior-level and middle management candidates.
- ▶ Assists in leave of absence process as needed. Manages ADA interactive process.
- ▶ Acts as a culture representative to keep a constant pulse on employee engagement in all assigned departments.
- ▶ Provides input on workforce utilization.
- ▶ Conducts regular meetings to check in with each department.
- ▶ Ensures regulatory compliance with legal requirements pertinent to the day-to-day management of employees; collaborates with outside Counsel when necessary.
- ▶ Conducts Exit Interviews. Analyzes exit and turnover data trends in departments and takes proactive measures to address.
- ▶ Manages HR monthly budget.
- ▶ May assist with employee benefits programs including maintaining ACA requirements, health benefits, regulatory issues, vendor relationships, COBRA Administration, Unemployment Claims, and Worker's Compensation. Works with Director of Finance as appropriate.
- ▶ Oversees zoo orientation and other global trainings as required. Monitors department training for consistency, clarity, and appropriate messaging.
- ▶ Coordinates annual review of employment application and employee handbook.
- ▶ Assists with special projects and helps other zoo employees as needed.

- ▶ Actively contributes to positive guest experiences.

## **EDUCATION AND/OR EXPERIENCE**

To perform this job successfully, an individual must have the following education and/or experience.

- ▶ Bachelor's degree in business administration, human resources management, or a related field is required.
- ▶ Three years of experience as a human resources generalist or associate is required.
- ▶ Three years of experience in performance management, recruitment, selection, training, compensation, and benefits is required.
- ▶ HRCI or SHRM Certification is preferred.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ▶ Knowledge of legal requirements related to employee management, reducing legal risks, and ensuring regulatory compliance.
- ▶ Knowledge and experience in employee relations and investigations.
- ▶ Knowledge of strategic planning, resource allocation, human resources modeling, leadership techniques, production methods, and coordination of people and resources.
- ▶ Understanding of human resources related laws and government regulations. Basic knowledge and understanding of ACA, FMLA, HIPAA, OSHA, and Title VII.
- ▶ Clear understanding of Indiana Labor Laws.
- ▶ Ability to actively listen, giving full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times.
- ▶ Ability to proactively look ahead at future activities, projects, and events and anticipating needs, problems, and possible outcomes.
- ▶ Ability to use critical thinking, logic, and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- ▶ Ability to professionally and effectively communicate with others through written correspondence.
- ▶ Ability to troubleshoot, analyze situations, and make sound business decisions.
- ▶ Ability to make independent decisions and manage time effectively.
- ▶ Strong knowledge of Microsoft Office software.
- ▶ Strong organizational skills.
- ▶ Knowledge of general office procedures and practices.
- ▶ Knowledge of correct grammatical usage, punctuation, etc.
- ▶ Ability to create and manage budgets.
- ▶ Ability to work a flexible schedule as needed.
- ▶ Ability to handle confidential information.
- ▶ Ability to understand and follow all safety regulations.
- ▶ Ability to handle multiple tasks simultaneously.
- ▶ Ability to arrive to work on time and maintain a positive attendance record.
- ▶ Ability to serve in every respect and at all times as a goodwill ambassador for the Fort Wayne Zoological Society and the Fort Wayne Children's Zoo in contacts with zoo visitors and the general public.
- ▶ Ability to deal tactfully and politely with guest questions and misbehavior.
- ▶ Excellent communication skills to establish and maintain effective working relationships with staff, volunteers, partners, and/or the public.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ▶▶ Ability to operate office equipment, including computers, copiers, fax machines, and phones.
- ▶▶ Ability to professionally and appropriately interact and communicate with others, both in person and through phone, email, and written correspondence.
- ▶▶ Ability to properly lift and carry light supplies and materials.
- ▶▶ Ability to stand and sit for periods of time and to move intermittently throughout the workday.
- ▶▶ Good speaking and listening skills.
- ▶▶ Prolonged exposure to computer screens.
- ▶▶ Ability to perform focused work with close attention to detail.
- ▶▶ Ability to work both indoors and outdoors, with exposure to extreme temperatures and inclement weather conditions; the environment may include wet, icy, or muddy conditions.
- ▶▶ This position may include exposure to hazardous materials, fumes/odors, dirt, and dust.
- ▶▶ This position may include exposure to potentially dangerous animals.