

BALTIMORE OFFICE OF PROMOTION & THE ARTS, INC.
Director of Human Resources & Administration
Position Description

The Director of Human Resources & Administration for the Baltimore Office of Promotion & The Arts (BOPA) is a full time, exempt position reporting to the Chief Financial Officer. The position plans, directs, implements, and manages all aspects of BOPA's Human Resource function including the Payroll & Benefits systems, Staff On-Boarding, Retention, and Exiting processes and, Employer and Employee Compliance. The incumbent also directs all Administrative aspects of BOPA's main office including; management of the reception desk, IT and phone systems, mail processing office management and, engagement with building management.

Human Resource Responsibilities

Payroll & Benefits

- Manages the payroll process (over 50 FTE's), including obtaining and reporting necessary information to employees, vendors and, government entities, so that payroll is processed timely and accurately;
- Manages and links all third-party benefit vendors for a seamless implementation of benefits to staff;
- Implements the benefit package for compliance with all government and plan regulations;
- Investigates Workers' Compensation claims and submits appropriate reports to protect the organization;
- Manages all unemployment claims;
- Trains staff to understand and use payroll and benefit systems;
- Manages the timecard process to ensure that organizational payroll funds are not misused;
- Works cooperatively with the finance department to ensure that all payroll and benefit actions are in sync with HR;
- Develops pathways and implements performance-based compensation analyses; and
- Researches comparable benefits programs and conducts vendor analysis so that the best benefits are provided within budgetary constraints.

Staff On-boarding, Retention, & Exiting

- Develops and maintains accurate and consistent job-descriptions for all staff;
- Drafts, posts, and monitors advertisements for vacant positions;
- Conducts first round applicant reviews, coordinates and leads interviews, conducts reference and background checks and, drafts offer letters and serves as a resource for new staff;
- Processes all paperwork, internal and external, for hiring new staff;
- Develops and manages employee orientation so that new staff quickly assimilate to office standards and understand the inner workings of the organization;
- Develops and maintains systematic employee records to ensure legal and best practice compliance;
- Sets a welcoming and inclusive customer-service tone that mirrors BOPA's culture;
- Schedules and implements employee training programs;

- Manages employee disciplinary policies and procedures that are in compliance with government regulations and best practices;
- Leads employee mediation, disciplinary and termination meetings;
- Provides guidance on disciplinary matters to ensure compliance with policies and procedures;
- Manages exit interviews and facilitates all related paperwork, including COBRA compliance
- Liaises with the organization's legal advisors in regard to potentially litigious employment situations; and
- Compiles and analyzes internal and external employment trends, with the goal of hiring and retaining highly-qualified staff.

Employer & Employee Compliance

- Collects, maintains and securely stores employee HR forms and confidential personnel information, paying special attention to Personally Identifiable Information and Personal Health Information in compliance with legal and best practices;
- Attends strategy team meetings and discusses/reviews BOPA policy decisions;
- Recommends updates and changes to the Employee Handbook due to regulatory or organizational changes;
- Interprets policies and procedures to ensure that management and staff are handling particular situations consistently so that they are enforceable and administered ethically and fairly;
- Keeps abreast of current ERISA, Labor, and other employment laws and advises the organization of necessary actions; and
- Liaises with the organization's legal advisors in regard to policy and procedure development and implementation.

Administrative Responsibilities

- Supervises administrative staff;
- Assigns and prioritizes tasks to ensure optimum customer service and timely response to project needs and requests;
- Assesses IT needs with a goal toward ensuring technology needs are current within budgetary constraints;
- Manages office space planning, staff seating arrangements, and researches future office needs to keep current with a growing organization;
- Oversees the operations of all central accounts such as copier, fax, postage, and office supplies;
- Utilizes procurement methods to ensure that administrative and programmatic costs are minimized
- Manages BOPA's technology needs by providing onsite computer trouble shooting and acts as the primary liaison to outside IT vendor;
- Liaises to building management, security, and janitorial services to ensure BOPA's building equipment is in good working order and that the safety and security of BOPA employees is prioritized;
- Researches, purchases and maintains office equipment, including, copiers, postage machines, fax, telephone and voice mail systems, and mobile phone plans with a goal toward maximizing efficiency and minimizing costs; and

- Develops and implements employee administrative forms to improve efficiencies and controls.

Other Duties As Assigned

- Participates in all staff support during BOPA events and festivals;
- Displays leadership within BOPA and to external partners; and
- Completes other projects as assigned.

Minimum Qualifications

- Undergraduate Degree with 7+ years of human resource experience;
- 5+ years of supervision experience;
- HR certification strongly preferred (eg. SHRM) with membership and participation in local chapter;
- Strong knowledge of benefit structures and regulatory requirements;
- Ability to manage confidential information;
- Strong problem solving skills;
- Must embrace best practices;
- Ability to lead and facilitate difficult meetings;
- Ability to work independently and as a team;
- Excellent computer skills;
- Customer service based perspective towards coworkers;
- Effective oral and written communication skills;
- Ability to work flexible hours to accommodate work load; and
- Must be able to encourage and thrive in a diverse environment.

Compensation

- Salary commensurate with experience
- BOPA offers a robust benefits package including medical, vision, dental, life, 403B retirement plan with employer match, vacation, sick leave and, transportation subsidy
- Intrinsic benefits include a front row seat to the visual and performing arts throughout Baltimore City and the region.

Application Process

Submit cover letter and resume (with your name and job title in subject line) as one pdf document by June 2, 2017 to: humanresources@promotionandarts.org. No Phone Calls Accepted

The Baltimore Office of Promotion & The Arts, Inc. is an Equal Opportunity Employer. We strive to mirror the rich diversity of Baltimore City in our staffing and programming while emphasizing cultural equity. Cultural equity embodies the values, policies, and practices that ensure that all people-including but not limited to those who have been historically underrepresented based on race/ethnicity, age, ability, sexual orientation, gender, socioeconomic status, geography, citizenship status, or religion-are represented in the development of arts policy; the support of artists; the nurturing of accessible, thriving venues for expression; and the fair distribution of programmatic, financial, and informational resources.