

## UpValley Family Centers



### Position Title: Human Resources and Operations Manager

**Employment Type:** Full-time, 40 hours/week, exempt

**About UpValley Family Centers:** UpValley Family Centers (UVFC) is a dynamic nonprofit organization that provides prevention services to strengthen children, adults, and families. Our mission is to provide guidance, support, and resources in the community, the home, and the individual so everyone can achieve a better life. Our offices are located in Calistoga and St. Helena; we serve children, youth, adults, and seniors. Taking a prevention-focused, community-responsive approach, our broad scope of services includes guided information and referrals, access to health services and other resources, education and mentorship opportunities for all ages, case management and counseling services, disaster relief and emergency preparedness services, and more. Learn more at [www.upvalleyfamilycenters.org](http://www.upvalleyfamilycenters.org).

**About this position:** The HR and Operations Manager is a people-oriented person who loves to inspire and derives joy from helping co-workers be the best they can be. The person in this role leads the people strategy, supports a culture of wellness, collaboration, continued professional development, and is the go-to person for HR questions. They oversee all HR systems and documentation, including payroll, benefits, personnel policies, recruitment, onboarding, retention and professional development. They advise managers and staff on employment laws, policies and practices. They also manage the smooth operation of UVFC's facilities and technology at multiple offices. This includes working with UVFC vendors to address challenges and support the organization's operational needs. This position teams with the Executive Director, Finance and Operations Director and three other members of the administration and development departments to be the "backbone" of the organization.

### Essential Duties and Responsibilities

#### Human Resources

- Maintains and develops systems and practices at UVFC that provide an inspiring and supportive work environment for its employees.
- Builds strong working relationships with team members. Acts as a primary contact for staff HR matters and proactively communicates with staff regarding HR initiatives.
- Monitors organizational culture being mindful of employee morale; makes recommendations to leadership based on observations and employee feedback.
- In collaboration with the executive team drafts updates to personnel policies, designs employee life cycle procedures, makes system configuration changes and identifies new systems to support HR processes as needed.
- Ensures that all HR systems follow best practices, and comply with local, state and federal regulatory and legal requirements and agency standards and values.
- Uses multiple methods of communication to support staff in their understanding of policies, practices and systems (including timekeeping, reimbursements, etc.).
- Leads the talent acquisition efforts and manages the hiring, onboarding and off boarding processes, together with supervisors.

- Coordinates orientation and paperwork for new hires; updates onboarding processes and materials as needed. Acts as a trusted coach and advisor to managers on best practices for onboarding new hires.
- Supports the organization's professional development system, ensuring employees are assisted in their growth and learning.
- Provides technical support to employees who need assistance with payroll, timekeeping, expenses and benefits systems.
- Processes payroll in collaboration with payroll vendor: creation and monitoring of timesheets and vacation/sick accrual rates, limits, and changes according to time tenure, fills payroll summary, enters 401K data, and orients staff in the use of timesheet keeping and payroll systems. Sends time sheet reminders and follows up.
- Administers employee benefits program; leads renewal processes, maintains systems for timely enrollment or cancellation of employee's benefits; directs the process of benefit claims; manages relationships with benefit providers; designs and conducts educational programs on staff benefits; ensures employees receive updates/notices.
- Ensures accuracy of sick and vacation accruals.
- Maintains complete records for each employee (e.g. job descriptions, hiring papers, driver's license, car insurance, etc.) and establishes systems for timely renewal.
- Maintains historical human resource records by designing a filing and retrieval system, keeping past and current records.
- Supports risk management, keeps current on legal compliance matters by monitoring and implementing applicable human resource federal and state requirements.
- Suggests and tracks mandated and necessary staff trainings to ensure understanding and compliance with policies and procedures. Relays updates to the Executive Director and the Finance and Operations Director.
- Drafts and distributes yearly employment offer letters - pay rate, schedule, raise, COLA, etc. Timesheet reminders and follow up.
- Supports performance evaluations process- tracking supervisors' fulfillment of evaluations in a timely way.
- Supports staff salary structure. Reviews UVFC's compensation against benchmarks and helps to determine budget for the upcoming fiscal year.
- Supports staff in resolving conflicts and challenges; supports supervisors as needed to document performance challenges and to execute performance improvement plans.

### **Office and Facilities Management**

- Manages office operations and procedures (i.e. filing systems, equipment procurement, office layouts); performs clerical functions as needed.
- Maintains building, property and equipment in UVFC's multiple offices, including selecting and managing relationships with vendors (e.g., janitorial, IT, phones, copiers, other maintenance, landlords, etc.)
- Serves as technical support for the organization by troubleshooting minor issues with technical or communications equipment or software, supporting technical transitions, developing tutorials and guides for technical equipment or software and coordinating with IT outside vendors.
- Conducts product and vendor research and prepares cost/benefit analysis, as appropriate, for significant purchases of equipment, furniture and fixtures.
- Maintains an inventory of low-cost equipment (computers, printers).

- Promotes safety and compliance to ensure smooth operations and staff well-being.
- Oversees UVFC's disaster preparedness procedures and maintenance of kits.
- Identifies process and operations improvements and works to get them implemented.
- Makes bank deposits.
- On occasion, supports UVFC with organizational needs, including organization-wide community events and office coverage providing information regarding public benefits including Medi-Cal.
- Other duties as assigned.

#### **YOU'LL THRIVE IN YOUR ROLE IF YOU HAVE:**

- Minimum 2 years' experience working in HR and as an office manager or operations support; with similar job duties to this position in the nonprofit world.
- In-depth knowledge of HR principles, functions, methods, best practices and Federal and California labor law and HR regulations.
- Bachelor's or Associate Degree or other Certificate in Business, HR or related field.
- Strong interpersonal communications skills, including the ability to give clear and concise instructions, respond to others with empathy, and build trust with people from diverse backgrounds and life experiences.
- Ability to communicate in English and Spanish.
- High level of comfort and fluency with technology. Experience with Microsoft 365 Office Suite and ADP.
- Capacity to jump in with both feet, hit the ground running, work independently, solve problems effectively, and learn new skills along the way. Adaptable and open to a changing environment.
- Ability to organize and prioritize a variety of projects and tasks in an effective and timely manner; determine own work, set priorities, and meet critical time deadlines.
- Attention to detail, and a resourceful, proactive, creative and self-driven character.
- Commitment to our values of respect, meeting people where they are, and building on what they have. Can do attitude. Good judgment and discretion to manage sensitive and confidential matters. High degree of professionalism in performing sensitive community work and have a profound sense of service.
- Desire to interact at all levels of the organization, understand the needs of employees and put plans in place to create a healthy and safe workplace.
- Valid Driver's License and car insurance.
- Clear DOJ fingerprinting and background check.

#### **Hours of Work:**

Our business hours are 8:30 am - 5:00 pm.

General working hours will be during our regular business hours, though the schedule may vary, including some evenings and weekends according to work duties. Though attendance at certain standing meetings will be required, scheduling of work hours can be flexible.

This job description is intended to indicate the kinds of work duties required in this position. It is not intended to limit or in any way modify the rights of any supervisor to assign, direct, and contract work of staff under his/her supervision. The use of a particular illustration describing duties shall not be held to exclude other duties, not mentioned, that are of a similar level or difficulty.



**Salary Range:** \$69,581 to \$104,372 annual

Actual payment within range will be contingent on several factors, including but not limited to the candidate's qualifications, education, experience, internal equity, and alignment with market data, following our compensation philosophy. Anticipated starting salary not expected to exceed the range median.

**Benefits:** Our competitive benefits package includes full health, vision, and dental insurance, 401K match contribution, 10 days of vacation increasing with tenure and 12 days of sick time, 15 paid Holidays, plus a floating Holiday and paid holiday time between Christmas day and New Year's Eve. 3% one-time increase over starting salary for Spanish/English bilingual skills. Annual training budget, supportive and team-oriented work environment. UpValley Family Centers is a Blue Zones Project Approved™ organization that provides a variety of opportunities designed to foster employee wellness. We are committed to creating an equitable, sustainable, joyful culture where each team member can thrive.

**To Apply:** Email cover letter and resume to Norma Ferriz, Finance and Operations Director at [nferriz@upvalleyfamilycenters.org](mailto:nferriz@upvalleyfamilycenters.org). Position open until filled. No phone calls, please.

**UpValley Family Centers is an equal-opportunity employer committed to maintaining a diverse staff and providing culturally responsive services.**