



**CHELTENHAM TOWNSHIP
EMPLOYEE JOB DESCRIPTION**

POSITION TITLE: Director of Human Resources	DEPARTMENT: Administration
POSITION EFFECTIVE: September 19, 2024	REPORT TO: Township Manager
POSITION STATUS: Non-Union, Professional	WORK LOCATION: Within Cheltenham Township
SALARY GRADE: Exempt	PROBATION PERIOD: 1 Year
CIVIL SERVICE: No	ENCUMBERED: Yes

OBJECTIVE:

The Director of Human Resources reports directly to the Township Manager, serving all human resources functions and responsibilities, establishing and maintaining excellent working relationships with Township employees, retirees, volunteers, union representatives, vendors, and citizen representatives while representing the best interests of the Township. The position is responsible for performing a variety of Human Resources/Risk Management tasks relating to Township full-time active and part-time personnel, retired, per diem, volunteer personnel, and seasonal employees, including, but not limited to employee recruitment, retention, performance evaluation, discipline, compensation, recognition and development; benefits administration; workforce planning; labor relations; policy development; and insurance/risk management.

DUTIES AND RESPONSIBILITIES:

The following duties and responsibilities described below are indicative of what the Director of Human Resources may be tasked to perform. They are not construed as exclusive or all-inclusive. Other duties may be required and assigned if such functions are a logical assignment to the position.

Policy Management – Annually reviews and makes recommendations for the management of the Township’s personnel policies; benefits summary plan descriptions; and other procedures, manuals, and codes, to ensure that all personnel policies and procedures are followed and consistent with public personnel law and other related rules and regulations.

1. Ensures personnel administrative practices are in compliance with state and federal regulations relating to EEO, ADA, FMLA, COBRA, I-9, CDL, HIPPA, Sexual Harassment, Recruitment, Workers’ Compensation, Veterans Preference, Record Retention; and applicant tracking; gives professional advice in matters pertaining to human resources management,
2. Ensures compliance with the Home Rule Charter, municipal code, collective bargaining agreements, and all personnel policies.
3. Audits insurance, voluntary benefits, and other benefit statements for accuracy.

Personnel Management – Develops and maintains a workforce committed to, and with highly-developed competencies in: customer service, results orientation, and teamwork. Plans, leads, develops, coordinates and implements policies, processes, training initiatives and surveys to support the Township’s human resource compliance and strategy needs. Assists with training and development, performance evaluation, recruitment, and maintenance of a working environment conducive to positive morale, quality services, and innovation. Ensures that employees and the Township are accountable for and dedicated to safe work practices and working conditions..

1. Participates in the payroll process to ensure employees are being compensated in accordance with applicable state and federal regulations and bargaining agreements. Ensures that new hire, termination, leaves of absences, and wage adjustments are appropriately documented and inputted to the payroll system. May be required to complete payroll.
2. Coordinates staffing and recruiting needs and executes best practices for hiring and talent management; assists with evaluating candidates for available positions and selecting and appointing officials; interviews and corresponds with all applicants and employees interested in placements; calculates candidates’ rankings and prepares supporting materials for Civil Service Commission (CSC) review; conducts reference and background checks; processes appointments, promotions and other actions; ensures adherence to applicable laws and regulations.
3. Serves as a staff liaison to the Civil Service Commission (CSC); maintains active certified and expired Civil Service lists.
4. Ensures compliance regarding employee complaints and disciplinary actions, which could include legal investigative procedures.
5. Maintains digital and paper personnel records to ensure compliance with federal and state labor laws regarding wages and benefits.
6. Conducts wage and salary surveys as the basis for setting pay scales; makes salary recommendations based on performance, market data, and length of service.
7. Maintains all files on employee work history, age, salary, training and development, employee relations, fringe benefits, health records, and other appropriate records.
8. Assists departments and Township leadership in developing and/or identifying appropriate resources for training, development, and engagement of employees.
9. Administers employee benefits programs.
10. Reviews and evaluates work methods and procedures and meets with management staff to identify and resolve problems.
11. Assesses and monitors workload, identifies opportunities for improvement, and recommends changes for implementation.
12. Coordinates employee performance appraisal process at appropriate intervals.
13. Assists with discipline and termination of employees in accordance with Township policy.
14. Coordinates random substance abuse testing for applicable personnel and follows appropriate procedures for any positive results.
15. Manages Workers’ Compensation claims for Township employees and firefighters, Family & Medical Leave Act applications, Short-Term and Long-Term Disability applications.

Strategic Planning – works with Township management and elected officials to develop and implement actionable workforce management items and talent strategy to ensure that the Township is able to recruit and maintain a workforce that has the skills and abilities to meet its current and future operational needs.

1. Reviews and revises job descriptions, analyzes compensation trends and provides recommendations for compensation.
2. Conducts research and analysis of organizational trends including reports and metrics from the Township’s human resource information system (HRIS) or talent management system.
3. Maintains knowledge of trends, best practices, regulatory changes and new technologies in human resources, talent management, and employment law; applies this knowledge to communicate changes in policy, practice and, resources to upper management.
4. Assists with the evaluation of employee benefit programs, makes recommendations for selection, reviews contracts for benefits and services.
5. Assist with negotiation of contract renewals with the Township’s unions.

6. Participates in Pension Board meetings.
7. Assist with preparation of the annual budget.

Customer Service and Communication – Provides excellent customer service to the public, employees, retirees, volunteers and other people that come in contact with the Director of Human Resources and those they supervise by promptly responding to inquiries, problems, and complaints. Establishes and maintains excellent working relationships with Township vendors, elected officials, and other internal and external departments to ensure employees, retirees, volunteers, etc. receive excellent service.

1. Manages Employee and Retiree Health/Welfare benefits programs; including active employees' Short Term Disability claims; FMLA, COBRA, HIPPA, EAP, Educational Enhancement, and personal LOA; all health insurance plans, annual benefits open enrollment; volunteer payroll deduction programs annual enrollment; qualified event changes and Life Insurance Conversion,
2. Trouble-shoot and advises employees and retirees on problems associated with insurance claims, benefits, eligibility and government regulations,
3. Serves as a liaison between the employee, department, and the Employee Assistance Program,
4. Reviews all vendor billing for employee benefits, including Medicare reimbursements, union dues, pension payments, etc.
5. Serves as staff liaison to the Civil Rights Task Force and Substance Abuse and Mental Health Committee.
6. Represent the Township at municipal consortium meetings.
7. Completes benefits surveys, semi-annual EEO4 report, grant compliance forms, verifications of employment, domestic relations inquiries and employment reference checks.
8. Answers Unemployment Compensation Employer's Notice of Application; obtains and submits payroll information, provides required employment information; appears for hearings; challenges benefit awards, and reviews/processes payments to the State.

Risk Management – Coordinates the Township's property and liability insurance program and ensures that the Township is appropriately managing risk to life and property.

1. Reviews, revises and implements organizational personnel and risk management policy and procedures.
2. Participates on the Township's Safety Committee.
3. Facilitates the preparation and management of any safety related grants.
4. Coordinates with the Township's property and liability insurance providers to perform regular safety inspections of Township facilities.
5. Coordinates with appropriate Township staff to submit and process insurance claims for accidents and property damage.
6. Develops programs to enhance departmental and employee awareness and safety to lower vehicular accidents, workers compensation claims, property damage claims, and other insurance claims.
7. Manages litigation, property damage, and vehicle accident claims.
8. Coordinates insurance renewals and distribution of annual vehicle insurance cards.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

1. Knowledge of the practices and principles of local government human resource administration; management/supervisory techniques; laws affecting personnel administration; Township organization and functions; wage and salary administration; public relations; current ADA, EEO, FMLA, FLSA and ACA rules and regulations; position classification; job analysis and merit systems.
2. Knowledge of research methods and policy formulation; knowledge of insurance benefits; public pay administration; position classification; and salary surveying; knowledge of personnel selection, validation and performance appraisal; knowledge of merit principles and systems.
3. Knowledge of employee relations and general report and record requirements.
4. Knowledge of labor relations and contract administration.
5. Knowledge of principles and practices of supervision and training.

6. Skill in the use of common computer programs and office machines, including Microsoft Office, the internet, and common Human Resource Information and Payroll Systems.
7. Skill in effective written and verbal communication, organization, and time management.
8. Skill in performing basic mathematical calculations without the aid of a calculator.
9. Able to appropriately plan and organize time and resources effectively; administer and prioritize; monitor and evaluate the workflow of projects and activities; work with minimal supervision and take initiatives in pursuing departmental responsibilities.
10. Able to become fully knowledgeable and interpret all employee and retiree benefits programs, contents of bargaining contracts, Civil Service process, Personnel Code, new hire and termination procedures across multiple varying contracts.
11. Able to establish and maintain effective and cooperative working relationships with a wide variety of people and personalities.
12. Able to communicate effectively with members of staff, elected officials, the public and advisors/vendors.
13. Able to foster collaboration in a complex organizational environment.
14. Able to maintain composure and communicate effectively under stress; ability to perform effectively under competing and/or conflicting demands on time and self; think quickly, maintain self-control and tact, and adapt to stressful situations.
15. Able to maintain confidentiality in handling organization sensitive information relating to personnel and risk management matters.
16. Able to use good judgement and effectively solve problems.
17. Able to recommend, interpret, explain, and enforce program policies and procedures.
18. Able to plan, assign, direct, train, motivate, and evaluate the work of subordinate staff.
19. Able to take direction and provide direction.
20. Able to keep accurate records and make reports.
21. Able to work as part of a team and independent of direct supervision.
22. Able to understand, follow and complete oral, and written directions.
23. Able to work flexible hours, including evenings, and weekends.
24. Able to maintain a high level of discipline and morale.
25. Able to organize and prioritize work assignments to meet deadlines in a detail-oriented fashion.
26. Able to safely operate a motor vehicle, understand and comply with safety procedures and policies.
27. Able to understand and comply with a drug, alcohol, and smoking free work environment.

QUALIFICATIONS

1. Bachelor's degree in human resources, personnel administration, labor studies, public administration, business administration, or related field.
2. Master's degree in related fields is preferred, but not required.
3. A minimum of seven or more years of experience in human resources and at least two years at a supervisory level preferred.
4. Municipal experience preferred.
5. Preferred certifications include:
 - a. Certification as a Professional in Human Resources (PHR) or Senior Professional in Human Resources (SPHR).
 - b. Society for Human Resource Management (SHRM) Certified Professional (SHRM-CP) or Senior Certified Professional (SHRM-SCP).
 - c. International Public Management Association for Human Resources for Human Resources Certified Professional (IPMA-CP).
6. Valid Pennsylvania Drivers' License
7. Residence in Cheltenham Township or an approved community.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

The physical demands described 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 essential functions. The work environment is not a typical office environment.

1. **Physical Requirements** – The duties of this job may include physical activities such as reaching, standing, walking, fingering, grasping, talking, hearing/listening, seeing/observing, and performing repetitive motions. Specific vision abilities required by this job include close, distance, and peripheral vision, depth perception and the ability to adjust focus. This job is primarily performed in an office environment.
2. **Physical Space** – The primary location of the work for this position is in an office at the Township’s administrative offices, which are located in an old house that has been retrofitted for office use. It is not a typical office facility. This position may be required to meet employees at the facilities where they work, which include police facilities, garages, and outdoor facilities. Regular work from home opportunities are not available; however, reasonable accommodations are made to accommodate work-life balance.
3. **Company Culture** – It is the mission of Cheltenham Township to provide outstanding municipal governance and services that meet the needs of our residents and businesses in a cost-effective and professional manner, and it is the vision of the Township to celebrate its vibrant, diverse, and historic community, to enhance and maintain quality of life, and to achieve economic and environmental sustainability by promoting actions and opportunities consistent with good stewardship of its natural and financial resources. As an entity dedicated to providing public service and fiscal responsibility, employees are generally not working in modern facilities and with top-quality equipment and software; however, Cheltenham has made great strides to improve operational efficiency through the implementation of modern software.
4. **Working Conditions** – Cheltenham is generally a fairly relaxed, casual and collaborative environment, with the requirement for formality depending on the situation. Work hours are generally Monday through Friday 8:00 a.m. to 4:30 p.m. Attendance and participation in night or weekend meetings is required by most non-union, professional level positions. This position may need to respond to calls for assistance outside of work hours (nights, weekends, holidays). When available, attendance at these meetings may be permitted by web conference. The work environment is generally not quiet and can be fast-paced. It may include time pressure (frequent rush jobs, urgent deadlines, etc.), working with distractions (telephone calls, email, disturbances or interruptions from coworkers, residents and board members), dealing with upset and/or irate employees or residents, and working with limited resources.

DO NOT WRITE BELOW THIS LINE UNTIL INSTRUCTED

This **DIRECTOR OF HUMAN RESOURCES** Job Description is designed to accurately reflect the job duties and responsibilities. However, it may not be all-inclusive and other job-related duties and responsibilities may be required. Reasonable accommodations will be made as required by local, state, or federal law that does not cause an undue hardship.

By signing below, I acknowledge that I have read and understand this Job Description. I am able to meet or exceed all aspects of the Job Description.

JOB DESCRIPTION TITLE:

Director of Human Resources

TODAY’S DATE:

PRINTED NAME:

SIGNATURE:
