

HOUSTON HOUSING AUTHORITY POSITION DESCRIPTION

Position Title: **Human Resources Administrator**
Department **Human Resources**
Supervisor **Director of Human Resources, Training and Development**

Exempt Non-Exempt New Position Revision (see below)

Change of title Previous Revision Date: HR Administrator Other (Please Specify) _____ Title Revision _____

Revised qualifications Revised duties _____

Expanded qualifications Expanded duties _____

Effective Date: November 06, 2023

Approved: _____
Senior Vice President of Administration

Approved: _____
Director Human Resources, Training and Development

GENERAL SUMMARY

The primary purpose of the Human Resources Administrator role is to support the Director of Human Resources, Training and Development by sharing in the administration of day-to-day operations of the Houston Housing Authority's ("HHA" or "Agency") Human Resources ("HR") department. The Human Resources Administrator is responsible for providing support in the functional areas of compliance, recruitment, benefits administration, records management, payroll processing, orientation, training and development, HRIS, employee relations, and employee investigations. The Human Resources Administrator supports the Human Resources Director with direct oversight of the Human Resources staff, as determined by the Director of Human Resources, Training and Development. The dedicated tasks performed by the Human Resources Administrator must support the Houston Housing Authority's ("HHA" or "Authority") mission, strategic goals, and objectives.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Leads Human Resources staff activities, tasks, and projects, as determined by the Director of Human Resources, Training and Development.

Job Description:

Human Resources Administrator (Created: Nov. 06, 2023)

- Ensures that Human Resources staff members are cross-trained in their respective areas within HR in order to provide service continuity at all times.
- Administers and maintains various Human Resources policies and procedures for all HHA staff
- Develops and implements HR personnel policies and procedures.
- Maintains HHA Employee Policy Handbook.
- Leads efforts related to developing and implementing department goals, objectives, and systems.
- Works with supervisors to address performance concerns, including draft and /or review Disciplinary Action Forms and Performance Improvement Plans.
- Reviews and provides input or approval for performance appraisals, and coaches supervisors on giving performance feedback.
- Leads the administration of the HHA employee compensation program.
- Monitors the performance evaluation program and recommends enhancements as necessary.
- Oversees FMLA, Worker's Compensation, and Accommodation Requests programs.
- Works as a business partner to assist various functional areas with involvement in all facets, including, but not limited to, employee relations, including proactive employee relations initiatives, coaching, facilitation, conflict resolution, and effective communication.
- Objectively and thoroughly conducts formal and informal investigations relating to employee misconduct and recommends disciplinary actions. Prepare detailed and factual reports in response to employee relations compliance issues and investigations promptly.
- Coaches and counsels managers and supervisors in human resources management and employment-related issues to operationalize strategic objectives and minimize organizational risk and liability.
- Assists in the development of training material for a variety of HR topics, including but not limited to; Performance Management, Labor Law Compliance, Sexual Harassment Prevention, Interviewing, and Leadership Skills.
- Reviews current Human Resources practices and procedures and ensures legal compliance, and provides input and recommendations for process and/or policy changes.
- Leads benefits planning and administration, including, but not limited to, annual benefits planning, annual enrollments, resolving claims, performing change reporting, approving invoices for payment, and communicating benefit information to employees.

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- Develops and maintains affirmative action program, files EEO-1 reporting, and maintains other records, reports, and logs to conform to local, state, and federal EEO regulations.
- Administers recruitment efforts for all exempt and non-exempt personnel, interns, and temporary employees.
- Responsible for recruiting and filling high-level roles, as assigned by the Director of Human Resources, Training and Development.
- Conducts new hire employee orientations.
- Creates and monitors career path programs.
- Participates in administrative staff meetings and attends other meetings and seminars, as required.
- Utilizes demonstrated conflict resolution skills to effectively navigate and mediate employee relation matters as appropriate
- Assists in evaluating reports, provides decision recommendations, in relation to established goals. Recommends new approaches, policies, and procedures to effect continual improvements in the efficiency of the Human Resources department and services performed.
- Maintains compliance with federal and state regulations concerning employment.
- Develops thorough knowledge of system operations and capabilities to process routine and non-routine system changes, actions, and corrections.
- Utilizes HRIS data for desired results.
- Oversees, audits, and makes recommendations for HHA's Human Resource Information System (HRIS) record-keeping.
- Oversees the payroll process and ensures that all HRIS system changes are processed accurately and timely.
- Evaluates and enhances HRIS integration within Human Resources to optimize, automate and improve the user experience.
- Leads or coordinates special projects and/or interdepartmental initiatives as assigned.
- Serves as the primary point of contact and maintains working relationships with all Human Resources services vendors.
- Assumes the role and responsibilities of the Director of Human Resources, Training and Development in his/her absence.
- Performs other related duties as assigned.

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KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of local, state, and federal human resources and employment regulations, laws, and practices.
- Knowledge of a wide range of position classification concepts, principles, and practices sufficient to establish and manage organizational structures that are efficient and cost-effective while supporting desired grade levels and facilitate career development.
- Direct working experience identifying problems, reviewing related information, developing and evaluating options, and implementing solutions.
- High proficiency communication skills, both written and spoken. Must have extensive previous experience writing
- Knowledge of the purposes, policies, and regulations of the HHA as established by the Board of Commissioners.
- Direct working knowledge of the interpretation and application of personnel policies and procedures.
- Extensive knowledge of recruitment, benefits, payroll, HRIS, compensation, employee relations, and training administration principles.
- Knowledge of the major functions of compensation administration, including the principles and practices of position classification, job evaluation, performance evaluation, and compensation/salary administration. Demonstrated knowledge of compensation-related quantitative concepts.
- Extensive knowledge of Equal Employment Opportunity Laws, Fair Labor Standards Act, Civil Rights Act of 1964, ERISA, and employment practices and procedures.
- Extensive knowledge of health care and retirement benefit plans, eligibility requirements, cost enrollment, billing procedures, and benefits administration.
- Knowledge of personnel law, with an in-depth understanding of the laws governing the areas of employee benefits, compensation, and wage issues, including applicable federal and state laws and regulations governing the provision of company benefits (i.e., pension plans, 457 plans, COBRA, ERISA).
- Extensive direct working knowledge of Federal and State Labor laws, insurance practices and procedures, and Worker's Compensation State Law.
- Knowledge of general office procedures and practices, business English and arithmetic.
- Skill in analyzing, comparing, and evaluating compensation and benefit plans.
- Skill in data organization, implementation, and efficient use of Human Resource Information Systems.

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- Skill in effective verbal and written communication to prepare and conduct presentations, training seminars, and workshops.
- Skilled with personal productivity software, including word processing, spreadsheet, and database applications.
- Skilled in operating computer equipment and general office machines such as a personal computer, copiers, projection equipment, audio/video, and adding device.
- Extensive skills in interviewing and talent evaluation is required.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials and communicate with people from a broad range of socioeconomic backgrounds.
- Ability to understand, act on, and interpret policies, regulations, and procedures set forth by the Housing Authority and/or HUD.
- Ability to establish and maintain effective and courteous relationships with other employees and other business contacts.
- Ability to coordinate several concurrent activities simultaneously.
- Possess above average analytical and reasoning abilities.

COMPLEXITY/ SCOPE OF WORK

- The employee performs a moderate number of routine and generally related tasks without supervisory direction.
- Instructions to the employee may be general or specific in nature.
- Courses of action are determined by established procedures and/or the Director of Human Resources, Training and Development.
- The employee may make decisions regarding unusual circumstances on occasion, or in the absence of the Director of Human Resources, Training and Development.
- The employee's work is reviewed periodically for accuracy, completion, and compliance with the policies and procedures.
- Tasks may occasionally have to be coordinated, integrated, and/or prioritized.
- The employee refers to Houston Housing Authority and HUD guidelines, Federal Mandates, and to the Houston Housing Authority's personnel policies and procedures in performing work. These guidelines cover most job-related situations, although the employee must use independent judgment in making decisions. If guidelines do not cover a situation, the employee consults the Director of Human Resources, Training and Development.

SUPERVISORY CONTROLS

- The employee has supervisory responsibilities as determined by the Director of Human Resources, Training and Development.

PERSONAL CONTACTS

- Contacts are with Houston Housing Authority personnel and outside agencies. Contacts are made: (1) to give, obtain or clarify information regarding employment opportunities, benefits, and legal issues and (2) assist Authority personnel.

PHYSICAL DEMANDS / WORK ENVIRONMENT

- Work is principally sedentary but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files and records, and eyestrain from working with computers and other office equipment.
- The employee may occasionally transport up to 50 pounds.
- The employee must be able to attend onsite and offsite meetings as necessary.
- Work involves the normal risks and discomfort associated with an office environment, but are usually in an adequately cooled, heated, lighted, and ventilated area.

MINIMUM QUALIFICATIONS

- Bachelor's degree in human resources from an accredited college or university required.
- Minimum of 7 years direct Human Resources administration experience is required. An equivalent combination of education and experience may be considered.
- Must have a minimum of five years of direct human resources supervisory experience.
- Professional in Human Resources certification highly preferred.
- Must be highly proficient in using the MS Office Suite (Excel, Word, PowerPoint, and Outlook).
- Must be proficient in using HRIS system software, specifically, Kronos and ADP Workforce Now.

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- Must have the ability to learn new computer software programs as required by assigned tasks.
- Must have high standards with work produced.
- Must have a strong work ethic and meet competing deadlines.
- Must be highly organized and possess the ability to prioritize as appropriate
- Must be able to work a flexible schedule in order to meet business needs.
- Must be proactive and anticipate upcoming projects or initiatives in order to plan work accordingly.
- Must have high emotional intelligence with the ability to effectively and rationally navigate challenges
- Must be detail-oriented and accurate with the work submitted.
- Requires a self-motivated independent thinker requiring minimal supervision at all times.
- Must exercise a high level of discretion while demonstrating excellent judgement when dealing with complex employee matters.
- Must be able to commute to the office on a daily basis.
- Must have a valid Texas driver's license.
- Eligibility for coverage under Houston Housing Authority PHA fleet auto insurance.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.