

UNION SETTLEMENT

Job Description

Union Settlement Association is an on-the-ground resource for East Harlem residents of all ages, and a passionate advocate for the needs of underserved communities. Since opening our doors in 1895, we have brought education, wellness and community-building programs to our neighborhood, empowering New Yorkers with opportunities to better their lives. More than 350 staff work in our organization, and our services impact 10,000 people every year. By helping our neighbors realize their goals, we build the vitality and success of East Harlem. For more information about Union Settlement, please visit our website at www.unionsettlement.org.

Position: Lead Human Resources Specialist: Employee Experience & Special Initiatives
Department: Human Resources
Reports to: Director of Human Resources
Hours: Full-time
FLSA: Exempt

Position Summary:

The Lead Human Resources Specialist will be a key advocate and influencer of Union Settlement's culture driving a best in class "Employee Experience". As a people ops leader, s/he will deliver high-impact initiatives, design programs, and develop processes across of myriad of strategic HR functions focused on employee relations, people development, performance management, engagement and retention, strategic initiatives, and compliance. S/he will also work closely to manage employee situations with a focus on conflict prevention and resolution. Initiatives may include works with new products and services, evolving growth strategies, and innovative technology. S/he serves as a strategic partner in overall leadership planning and our future growth strategy.

Focus: Employee Experience, Employee Relations, Performance Management, Professional Development, Strategic Initiatives

Responsibilities:

- Partners with senior leaders to identify, prioritize, and implement key initiatives that drive org-wide efforts to deliver best-in-class employee experience.
- Evaluates, builds, and maintains a wide variety of HR related strategic initiatives.
- Interprets, educates and provides support and counsel on policies; ensures fair and consistent application of policies, procedures, and laws.
- Works in partnership with Director of Human Resources to lead and facilitate the management of employee relations issues, internal investigations, and resolution.
- Acts as the point of contact to respond, handle and coordinate action for employee concerns and manages follow-up documentation.
- Guides managers and employees on problem solving, dispute resolution, regulatory compliance and litigation avoidance.
- Works with supervisors to troubleshoot and isolate performance gaps, selects appropriate interventions, and provides guidance on employee development plans, performance improvement plans (PIPs), and career pathways.

- Infuses onboarding activities ensuring new hires have effective orientation and introduction to resources needed to be successful.
- Researches, develops, and makes ongoing recommendations for a sustainable engagement, rewards and recognition program.
- Compiles data and completes reports; analyzes and utilizes data trends to support improvements where needed.
- Establishes partnerships and alliances with institutions/vendors to broaden HR's reach; advances strategic initiatives for organizational effectiveness.
- Works with internal and external subject matter experts to assess, develop, deliver, and facilitate training activities/programs.
- Provides back-up support functions in any of key HR areas if necessary.
- Participate on committees, perform special projects, and other duties based on organizational needs.

Qualifications:

- Bachelor's degree in Human Resources, Business, or Organizational Development or equivalent. Master's degree and/or HR professional certification (PHR, SPHR, SHRM-CP, SHRM-SCP) preferred.
- Minimum of (3) years of progressive HR experience with specialization in Change Management, Organizational Development or Talent Strategies desired.
- Knowledge of human resources law, best practices, and reporting capabilities.
- Employee relations and resolution experience with ability to build credibility and be sought as a trusted advisor.
- Ability to set direction, develop and lead learning while advancing strategies that improve user adoption and manage end user expectations.
- Ability to handle matters of confidentiality with utmost tact and diplomacy.
- Experience and knowledge with change management principles, methodologies and tools.
- Excellent computer skills and proficiency with Excel, Word and PowerPoint, ATS/HRIS – ADP Workforce Now, and training platforms.
- High energy, excellent communication and presentation skills, both verbal and written.
- Analytical ability to gather and summarize data from reports, and make recommendations on findings.
- Business acumen, ethical decision making and relationship management skills.

To Apply:

Please send cover letter, resume, writing sample, salary requirements, and contact information for at least three professional references to: humanresourcescareers@unionsettlement.org . Please indicate **Lead HR Specialist** in subject of e-mail. Submissions without salary requirements will not be considered.

UNION SETTLEMENT ASSOCIATION IS AN EQUAL OPPORTUNITY EMPLOYER