



JOB DESCRIPTION

HUMAN RESOURCES DIRECTOR	FLSA Status: EXEMPT
Latest Review Date: 05/2026	Department: INDIRECT
Effective Date: 05/2026	Reports to: CHIEF EXECUTIVE OFFICER

POSITION SUMMARY

This position serves as both the strategic leader and the primary administrator of the agency's Human Resources functions. The HR Director provides leadership and accountability for compliance, policy, workforce strategy, and organizational culture, while directly administering core human resources functions.

The Human Resources Director is expected to exemplify the agency's core values of Growth, Adaptability, Respect, Responsiveness, Compassion, and Collaboration. This position is responsible for complying with all agency and departmental policies and procedures that reflect and promote these values.

ESSENTIAL DUTIES AND RESPONSIBILITIES, OTHER DUTIES MAY BE ASSIGNED:

Agency Specific:

- Must maintain confidentiality at all times.
- Must always represent NEICAC in a positive and professional manner.
- Must attend training as requested to demonstrate a continued effort to grow professionally.
- Adhere to all policies as an employee of Northeast Iowa Community Action Corporation.
- Attend all agency-wide trainings.
- Must travel extensively within service area and occasionally out of service area.
- Establish a collaborative and communicative relationship with fellow staff.
- Must be punctual and dependable in completing assignments, meeting report deadlines; daily attendance is essential.

Program Specific:

Human Resources Systems, Records & Documentation

- Develop, implement, and maintain HR systems, procedures, and documentation to ensure operational effectiveness and compliance.
- Administer HR functions within the agency's HRIS and personnel records, including onboarding data and training and credential records, coordinating renewals with department staff.
- Maintain, audit, and oversee personnel files (including I-9s) to ensure legal, regulatory, and programmatic compliance.
- Collaborate with the IT vendor to deploy required training and manage learning platforms, as needed.
- Coordinate with the Corporation Secretary for assistance with personnel file maintenance and HR administrative support.

Recruitment, Hiring & Onboarding

- Partner with Department Directors, program leadership, and the Chief Executive Officer to assess staffing needs, organizational structure, and future workforce planning.
- Review, update, and maintain job descriptions to ensure alignment with regulatory requirements and agency needs.
- Personally manage and carry out full-cycle recruitment, including job postings, application management, interview coordination, and preparation of interview materials.

- Approve hiring decisions in collaboration with program leadership and the Chief Executive Officer.
- Conduct background checks and driving record checks.
- Ensure completion of reference checks prior to job offers.
- Prepare offer letters and coordinate pre-employment and onboarding processes (e.g., physicals, drug screens, required documentation).
- Conduct new employee orientations and stay interviews to support engagement and retention.
- Represent the agency at recruitment events and cultivate relationships with community and workforce partners.

Employee Relations, Performance Management & Training

- Develop, implement, and personally oversee and administer the agency's performance evaluation framework.
- Advise supervisors on performance management, employee relations, and disciplinary best practices.
- Consult with the Chief Executive Officer on performance concerns and disciplinary actions.
- Lead and conduct personnel investigations; coordinate with legal counsel to ensure compliance; and compile investigative and disciplinary documentation.
- Conduct and analyze employee engagement surveys and facilitate leadership development, culture, and recognition initiatives.
- Plan, implement, and deliver agency-wide and program-specific training as needed.
- Prepare and distribute employee communications (e.g., policies, procedures, staff milestones).
- Serve as a key contributor to agency strategic planning by leading identified human resources strategies aligned with current and future organizational needs.

Compensation, Benefits & Compliance

- Coordinate benefits administration, including open enrollment and submission of employee data to insurance brokers.
- Analyze wage, salary, and benefits data to ensure competitive and equitable compensation practices and make recommendations as appropriate.
- Ensure agency-wide compliance with applicable federal, state, and program requirements, including FMLA, ACA, ADA, Section 504, CSBG Organizational Standards, and CHRI policy.
- Maintain up-to-date knowledge of labor and employment laws and directly implement compliant practices.
- Conduct site visits and audits to ensure compliance with workplace safety and employment regulations (e.g., ADA, OSHA, DOL).
- Review and recommend updates to the Employee Handbook, Procedures Manuals, HR procedures, and Safety Manual to ensure accuracy and compliance.
- Administer Workers' Compensation and Unemployment Insurance processes, including claims, reporting, and participation in hearings.

Reporting & Data Analysis

- Prepare, submit, and ensure the accuracy of all required employment, labor, and program-related reports.
- Complete employment verifications and respond to external agency and regulatory requests.
- Analyze workforce metrics and turnover data to inform retention and organizational improvement strategies.

General & Cross-Functional Support

- Coordinate with the Chief Executive Officer to support Personnel Committee meetings, including preparation and distribution of materials.
- Establish and maintain collaborative relationships with internal staff and external stakeholders (e.g., Iowa Workforce Development, benefits brokers).
- Facilitate the agency's Safety Committee and participate in other agency or state-level committees as required.

SUPERVISORY RESPONSIBILITIES

Directly supervises the Corporation Secretary.

REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

Associate's Degree in Human Resources or a closely related field with 1-year of related experience is required.
Bachelor's Degree in Human Resources or a closely related field with 1-year of related experience is preferred.

PRACTICAL SKILLS

The ability to collaborate in a positive and respectful way, maintain objectivity, and remain solution-focused. Strong ability to think and reason independently, and to make critical judgments within agency and program guidelines. Strong communication skills, including listening skills. Ability to manage multiple priorities. Strong computer skills are required. Must be able to learn and effectively use a variety of software, electronic devices, and databases.

CERTIFICATES, LICENSES & REGISTRATIONS

Must be bondable. Must have a valid driver's license and carry NEICAC levels of automobile insurance. Must satisfactorily complete a criminal records check prior to hire.

Must complete the Certified Community Action Professional (CCAP) process within five years of hire. A training plan or schedule for this is to be submitted by the second year of employment. Updating and maintaining the CCAP certification is also required.

PHYSICAL DEMANDS

The physical demands described here 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 the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand. The employee is occasionally required to walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 45 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Principal accountabilities are intended to describe those functions that are essential to the performance of this job, and "other" accountabilities include those that are considered incidental or secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

EMPLOYEE SIGNATURE

My signature below acknowledges that I have received, read and understand the above job description. I understand that this document does not create an employment contract and that I am employed by **Northeast Iowa Community Action Corporation** on an "at will" basis.

Signature _____ Date _____

Print Name _____