

NORTH CENTRAL WASHINGTON LIBRARIES

Job Title: Human Resources Director

Department: Administration

FLSA Status: Exempt

Employment Type: Full-Time

Salary Range: Range U; \$91,632.35-\$123,146.22

Prepared Date: 10.2021

Introduction:

NCW Libraries is on a mission to connect the people of NCW to vital resources and opportunities that foster individual growth and strengthen communities. Our staff of 100+ work hard to provide our patrons a welcoming and safe place to learn, grow, and be curious.

The Human Resources Director will have the unique opportunity to provide executive leadership and strategic direction in a growing HR department. In this role you will partner with NCW Libraries leadership team to foster a work culture that values diversity, open communication, and mutual trust and respect.

Position Summary:

The Human Resources Director is a thoughtful, collaborative, and empathetic leader who builds and sustains positive workplace relationships, fosters diversity and inclusion, and encourages cooperation and collaboration throughout the library district. This position actively supports the Library's mission, vision, and direction with a focus on employee engagement and positive workplace culture development. The Director is responsible for developing, maintaining, and overseeing policies and procedures for all human resource functions, including recruitment, hiring, onboarding, training, evaluations, coaching, and discipline. They serve as a key participant in collective bargaining and resolving conflicts and grievances with respect and sensitivity.

Position Details:

This position reports to and receives general direction from the Executive Director and provides direct supervision to the HR Generalist.

Essential Duties and Responsibilities:

- Formulates, recommends, implements, and/or interprets human resources goals and objectives, plans and programs, policies and procedures, within the framework of the library's mission and strategic plan.
- Facilitates planning of the entire life-cycle of employment and develops necessary tools, workflows and procedures to support employees and managers in the areas of hiring, onboarding, performance review, professional development, and transition.
- Facilitates development of job descriptions; reviews and administers reclassification requests and salary placements.

- Oversees employee hiring, including recruitment, advertising, resume review, and interview facilitation. Monitors and promotes equal opportunity in employment, in compliance with government regulations. Seeks opportunities to proactively support diversity in the workplace.
- Assesses needs and plans, designs, and develops employee orientation programs and in-service training for all staff. Researches and evaluates training methods and tools. Oversees new employee orientations and ensures that appropriate paperwork is completed and routed consistently.
- Under general guidance from the Director, develops and presents district-wide human resources policies for the review of the library administration, and for the approval of the Board of Trustees.
- Serves as a member of the library district executive team to set and support library strategic vision and direction.
- Supervises and provides oversight to assigned personnel to ensure that human resources services meet mission, goals, and objectives of the library district. Develops work unit objectives with assigned personnel and monitors progress and adjusts work plans as appropriate.
- Develops and maintains effective, positive relationships with bargaining representatives; serves as a bargaining team member; develops proposals, solicits input and shares interpretation of collective bargaining agreements for all district bargaining units.
- Provides expertise and advice to management regarding the handling of employee/labor relations issues; interprets collective bargaining agreements. Conducts research and collects information in support of labor negotiations.
- Collaborate with managers and supervisors to build strong leadership development, coaching, mentoring, and conflict resolution structures.
- Oversees and administers the Library's compliance with federal, state, and local laws regarding personnel practices, including affirmative action/equal employment opportunity, Fair Labor Standards Act, Family and Medical Leave Act, Washington Leave laws, Americans with Disabilities Act, and others; formulates and recommends revisions to the Library's personnel policies and procedures to comply with federal, state, and local laws, and case law; interprets policies, laws and regulations for managers and supervisors, and recommends corrective action to ensure compliance.
- Consults with and advises managers and supervisors on all human resources and labor relations matters including planning and implementing staffing plans and personnel changes district-wide. Ensures district-wide compatibility, and uniform understanding and application of standards, programs, policies, procedures, and functions related to human resources.
- Consults with legal counsel on personnel matters as needed.
- Participates in pre-disciplinary hearings and provides advice as to the appropriate disciplinary action. Ensures district-wide consistency of disciplinary action. Assists in carrying forward with disciplinary action, with approval of the Director or designee, including conducting investigations, preparing reports, and holding meetings as necessary to resolve human resources and discrimination/harassment matters.
- Analyzes work, prepares and maintains accurate job descriptions in collaboration with managers and employees. Maintains a formal job grading system, with approval of the Executive Director and Board of Trustees.
- Maintains up to date OSHA/WISHA requirements including MSDS, Accident Prevention Program, and emergency & evacuation procedures for all facilities.
- Maintains, administers, and keeps the personnel handbook current.

- Conducts procedural and administrative studies and prepares reports, recommending solutions or courses of action relating to implementation of HR projects and programs.
- Attends Board meetings, community meetings, and other events; prepare reports to the Board as required.
- Participates in professional associations and activities; reads professional journals and publications; reviews current information and trends in public sector human resources management.
- Performs other related duties as assigned.

Required Qualifications:

Education & Experience:

- Bachelor's degree from an accredited college or university in human resources, personnel management, or a related field.
- Minimum Five years progressively responsible experience as a human resources professional/manager, including supervisory experience.
- Experience managing legal and risk management within human resources, including knowledge and application of the Family Medical Leave Act and other employment laws
- Current HR Certification [PHR, SPHR] or equivalent.

Knowledge of:

- Public sector human resources functions, including collective bargaining, performance appraisal, and supervision and management of staff.
- Recruitment, classification, compensation, and employee benefit principles and practices.
- Labor and employment laws.
- Regulations, standards, and best practices governing human resources operations.

Skills and abilities:

- Experience working with UKG's HRIS system is a plus.
- Represent the District in a positive, responsive manner to the Library Board of Trustees, staff, public, applicants, volunteers, and supporters.
- Maintain confidentiality and maintain confidential data and information.
- Develop and implement district wide goals, objectives, programs and plans.
- Work and communicate effectively with diverse staff in numerous locations in order to accomplish library goals and objectives.

Work Environment and Physical Demands:

- Work is performed primarily in an office environment while sitting or standing for extended periods of time. Multiple interruptions, troubleshooting, and problem solving requiring research and interpretation are illustrative of the environmental requirements of the position.
- Occasional travel within our service area
- Some early morning, evening, and weekend work may be required.

Benefits:

We are proud to offer all full-time employees a comprehensive benefits package. Benefits include medical, dental, and vision coverage, an employee assistance program (EAP), life insurance, and a base plan for long-term care insurance. We offer sick leave, vacation leave, eleven holidays, and two floating holidays. As a public employer, we participate as a member of the Washington State Public Employees' Retirement Plan (PERS) and provide access to optional deferred compensation plans. Our employees are eligible for Federal Student Loan forgiveness, and we offer a tuition assistance program for those who wish to pursue their Master of Library and Information Science degree. A bilingual differential of \$1/hour is available for select positions that regularly use a language other than English as a part of their daily work.

NCW Libraries Core Competencies:

Ethical Practice: Consistently demonstrates integrity through behavior, character, and action.

Professionalism: Completes work to a set standard, both as an individual and part of a team. Exhibits competence, proficiency, and accountability.

Building Respectful Relationships: Promotes confidentiality and trust, fosters a positive culture, and exhibits respect with all verbal and nonverbal communication.

Valuing Diversity & Promoting Inclusiveness: Respects, values, and encourages the unique dimension each person adds to the organization and that each member of the community brings to the whole. Values diverse perspectives, displays inclusive behavior, and cultivates respect for all individuals, groups, and cultures.

Library Advocacy & Intellectual Freedom: Promotes and supports the fundamental purpose of the public library which includes understanding the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.

User Focus: Understands and effectively meets individual and community needs. Promotes a welcoming environment, fosters equality and meaningful connections, and strives to increase user satisfaction.

Effective Communication & Collaboration: Provides concise, timely, and accurate information through appropriate channels, internally and externally. Listens actively and welcomes constructive feedback. Works effectively with others to achieve organizational goals and objectives.

Foundational Knowledge: Cultivates proficiency in position-related areas. Knows and supports the library's mission, vision, and structure along with the library's collection, services, and resources.

Adaptability: Responds positively to organizational change and shows a willingness and flexibility to learn and develop. Assesses situations, adapts, and identifies effective solutions.

Continuous Learning: Commits to an environment of excellence and continuous learning. Takes initiative to develop as an individual and to improve the library system.

About NCW Libraries:

NCW Libraries is a public library system serving five counties in Washington State (Chelan, Douglas, Ferry, Grant, and Okanogan). Geographically, we are the largest and one of the most rural of Washington's library systems, covering nearly 15,000 square miles and serving a population of just over 270,000.

The library's mission is: *Connecting the people of North Central Washington to vital resources and opportunities that foster individual growth and strengthen communities.*

We operate 30 public library branches and have administrative offices in Wenatchee. Among other things, branch libraries provide access to diverse physical and non-traditional collections, community meeting spaces, public access computers, free wifi, and a wide range of library programming for all ages. Our website provides library card holders with free access to eBooks and digital audiobooks as well as a large number of online resources, including the New York Times, Consumer Reports, Rosetta Stone, video streaming through Kanopy, and more. In addition, our outreach services include: enhancing library access to the most rural patrons through a unique mail order library and two bookmobiles; fostering creative thinking and STEM literacy through a STEM outreach program; and providing bilingual outreach service to the Latinx community.

More information about our library system and the services we provide can be found at www.ncwlibraries.org.