



Job Description

Human Resources & Operations Director

Bilingual Spanish-English Preferred

Position Type: Full-time/Exempt

Reports To: Co-Executive Director

Location: Eugene, OR

Wage: \$70,000 - \$80,000 annually

Hours: Monday - Friday 8:00 a.m. to 5:00 p.m. or 9:00 am to 6:00 pm

Application Deadline: Open until filled.

TO APPLY

Email a PDF of your resume and cover letter to dsaez@centrolatinoamericano.org.

Upon the second interview, professional references will be requested.

Our mission is to support the lives of Latinx and immigrant community members by creating a safe space that fosters leadership, education, wellness, and connection.

POSITION SUMMARY

The Human Resources and Operations Director (HROD) will oversee all aspects of Human Resources for Plaza de Nuestra Comunidad (Plaza), a nonprofit, culturally specific organization, ensuring that personnel and operations systems are in alignment with Plaza's vision, mission, strategic goals, and activities. They will also oversee the day-to-day operations related to reception, facilities, and office technology.

This position reports directly to one of the Co-Executive Directors and is part of Plaza's Executive Leadership. It is essential that the HROD possess a strong personal and professional commitment to equity in order to guide us in the development of workplace policies and practices that align with Plaza values.

ESSENTIAL FUNCTIONS

1. Provide leadership in the development and implementation of an innovative, mission-driven human resources system.
2. Coordinate and direct all human resource functions, including but not limited to recruiting/retention, benefits, hiring/onboarding, performance management, compliance, training and development, and all other HR procedures.
3. Manage day-to-day operations related to reception, facilities, and technology.



HUMAN RESOURCES MANAGEMENT

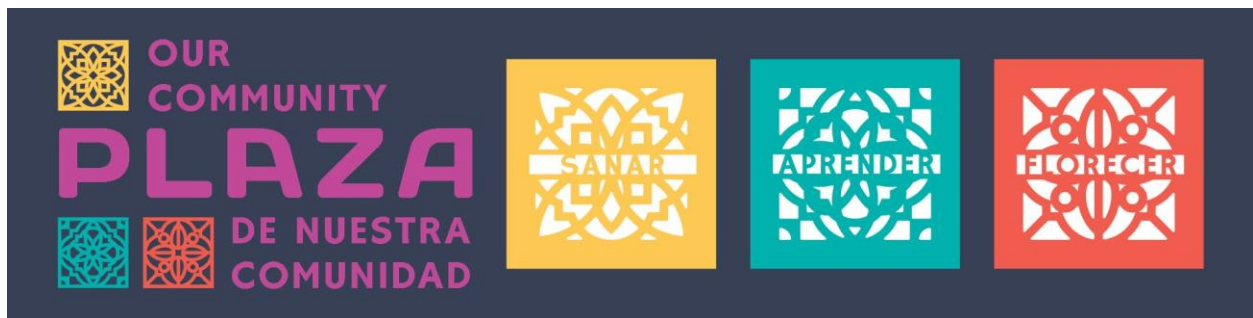
- Develop strategies to identify talent; establish and conduct equitable and inclusive recruitment and hiring processes for all employees.
- Manage and conduct general organizational onboarding and orientation for new employees.
- Develop and implement a process for equitable and timely performance evaluations.
- Manage and conduct offboarding of staff, including exit interviews recommendations to the Executive Team for continuous improvement.
- Proactively identify new leaders and build opportunities for growth and promotion.
- Monitor and develop budgets for recruiting, training/staff development, and benefits programs in partnership with the Finance Director.

ORGANIZATIONAL CULTURE

- Develop, communicate, and administer HR policies and procedures that maintain and improve employee relations and shape organizational culture.
- Serve as HR contact for all employees; proactively engage employees to improve working relationships, build morale, and increase productivity and retention; communicate openly and frequently, keeping staff informed of benefit resources, organizational events, and other pertinent information.
- Manage and resolve complex employee relations issues; where applicable, conduct effective, thorough, and objective investigations.
- Use collaborative and restorative approaches to conflict resolution.

PROFESSIONAL DEVELOPMENT & SUPPORT

- Assess organizational needs; work with the Executive Team to identify professional learning and growth opportunities to support employees' ongoing professional development.
- Steward a culture of learning and growth.
- Implement a standard of supervision grounded in inclusive leadership practices such as building strong relationships, active listening, clear and transparent communication, consistent and timely feedback and clear expectations.
- Provide coaching and resources to help resolve and prevent interpersonal and team conflicts and adapt to different leadership styles.



COMPENSATION & BENEFITS

- Develop and administer a consistent, equitable and progressive compensation program including salary surveys and market research to ensure Plaza is competitive within our market and in line with our budget.
- Serve as internal and external point of contact for benefits administration.
- Manage all HR administration, including benefits programs; manage relationships with benefit brokers, coordinate annual Open Enrollment.
- Address employee benefits questions.
- Propose additional benefit options pertinent to the organization's workforce in partnership with the Finance Director.

HUMAN RESOURCES TECHNOLOGY

- Train staff in human resources information systems (HRIS) use.
- Maintain and maximize implementation of HRIS.
- Contribute information, analysis, and recommendations to strategic thinking and direction.
- Address questions related to HR technology to support programmatic and fiscal needs.

REGULATORY & COMPLIANCE

- Provide leadership and direction to ensure compliance with all local, state, and federal volunteer and employment-related laws and regulations.
- Maintain in-depth knowledge of changing employment regulations and implement policies, procedures, and systems to ensure regulatory compliance and reduce legal risks.

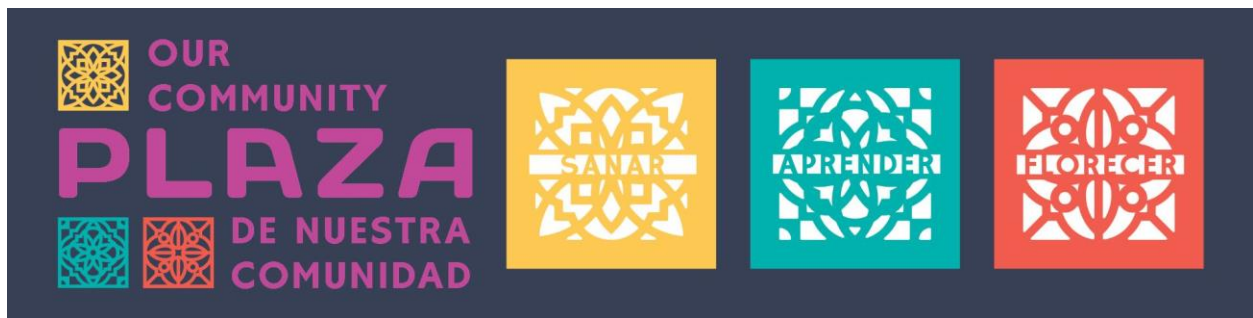
OPERATIONS MANAGEMENT

Reception

- Hire, train and supervise reception staff across organizational locations.
- Manage reception coverage schedules and create substitution plans.
- Coordinate financial transactions between reception and the Finance Department.
- Support staff in problem solving emerging issues as needed and identifying emerging community needs.

Facilities

- Oversee the maintenance of organizational facilities.
- Ensure upkeep of organizational property inventory related to signed-out furniture or other organizational resources.
- Address facility needs in coordination with Facilities Coordinator and Finance Director.



- Monitor and assess facilities security systems.
- Supervise Facilities Coordinator.

Technology

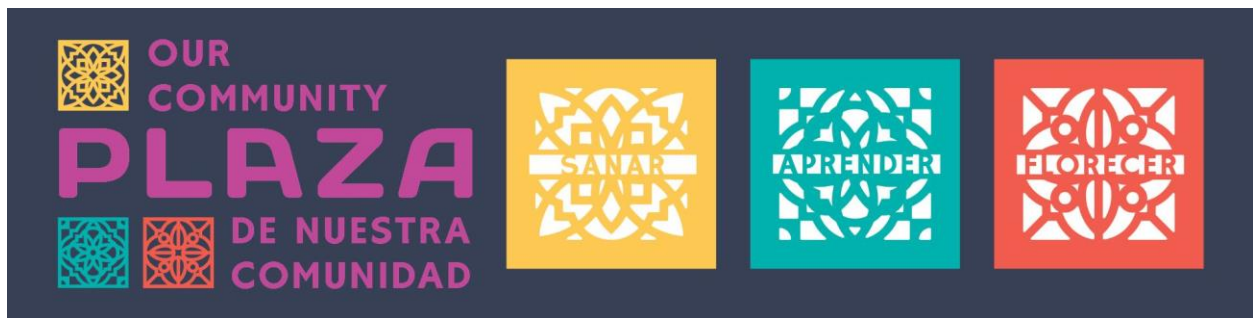
- Ensure maintenance of organizational technology inventory.
- Communicate with the Information Technology contractor to address needs.
- Monitor and assess facilities technology systems.

REQUIRED SKILLS AND QUALIFICATIONS

- 4-5 years as HR Director experience, with extensive exposure to benefit administration, employee relations, performance management, recruitment, Human Resources Information Systems, and training and development.
- Relevant four-year degree or equivalent experience in Human Resources, business administration, public or nonprofit administration or a related field.
- Deep understanding of compensation, benefits, and performance evaluation frameworks.
- Ability to assess, revise, and implement human resources systems change.
- Experience in revising or developing new HR policies and procedures to center equity and inclusion and meet changing organizational needs.
- Familiarity with compensation practices and creating salary-range categories.
- Ability to deal with conflict effectively, and to manage difficult situations confidently and calmly; demonstrated ability to coach and counsel both executive-level management and employees.
- Excellent interpersonal and communication skills.
- Strong project management skills; ability to effectively plan, implement and manage HR programs and functions; ability to implement, explain, and apply relevant policies, procedures, laws, and regulations.
- An understanding of reception customer service and facilities oversight.
- Working knowledge of the State of Oregon and federal laws and regulations affecting employer practices and compliance requirements.

OUR IDEAL CANDIDATE

- Relevant and direct experience implementing equity-based HR systems and processes.
- Knowledge of nonprofit administration.
- Experience in change management.
- Specific knowledge of requirements for 501(c)(3) organizations preferred.



EQUIVALENCY STATEMENT

We encourage people of color, immigrants, people with disabilities, and gender non-conforming individuals to apply. Studies have shown that women and people of color are less likely to apply for jobs if they don't meet every one of the qualifications listed. We care most about finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. If you meet key qualifications for the job, and believe you would be the best fit, we encourage you to apply. Please use your cover letter to share how you will accomplish parts of the job for which you have less experience.

BENEFITS

We offer a comprehensive benefits package including:

- Medical, Dental, and Vision (Employee's medical, dental, and vision insurance is 100% covered)
- Paid Family & Medical Leave (employee premium paid by Plaza)
- 12 paid holidays
- Paid Time Off
- 401(k) with employer match

ABOUT US

Plaza de Nuestra Comunidad is the result of combining three local nonprofits: Centro Latino Americano, Downtown Languages, and Huerto de la Familia. As a new, larger organization, our agency provides a wide range of services for Latinx and immigrant families in Lane County. For more information, please visit centrolatinoamericano.org/nosjuntamosparati