

FOOD BANK OF THE SOUTHERN TIER
POSITION DESCRIPTION

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| POSITION TITLE: | People and Culture Manager | STATUS: | Non-Exempt |
| DEPARTMENT: | Business Services | W/C# / EEO#: | 8810 / 2 |
| POSITION LEVEL: | Professional | GRADE LEVEL: | 340 |

PRIMARY FUNCTIONS:

The People and Culture Manager (PCM) is a resourceful leader with strong human resource knowledge and project management skills to provide assistance and support to the Director of Business Services (DBS) & Catholic Charities Human Resources Central Office by managing all daily aspects of people, culture, and human resources, including but not limited to employee relations, compliance, training, and organizational development. The PCM will have the ability to establish strong working relationships across the organization with staff at all levels and align with the organization's policies, procedures, and culture to create a diverse and inclusive work environment to support the overall mission, goals, and values.

SPECIFIC DUTIES:

1. Serves as a key driver in the FBST's equity initiatives. Responsible for the strategic implementation and coordination of initiatives on equity foundations such as racial justice, cultural competence, gender identities, sexism, ableism, and other topics designed to increase awareness and support of equity and inclusion values.
2. Support and advocate for an equitable and inclusive workplace, incorporating feedback from teammates. Champion a positive, empathetic culture that provides feedback and training to develop skills and/or awareness using an ED&I lens.
3. Evaluates organizational policies and programs to strengthen internal culture in support of equity and partners to develop new programmatic frameworks and implement improvements within and across departments.
4. In collaboration with the Catholic Charities Diocese of Rochester (CCDOR) HR and DBS research, develops, updates, and assists with implementing HR-related policies, procedures, methods, and guidelines to ensure all are current and meet legal requirements.
5. Assists with maintaining and updating employee handbook, staff safety manual, job descriptions, organization chart, and employee anniversary files. Ensure copies of all personnel records are submitted to CCDOR HR.
6. Attend ongoing trainings to stay current in DEI and HR issues.
7. Maintain employee records in our internal database while also assuring copies of all personnel records are submitted to CCDOR HR office in Rochester.
8. Supports supervisors and CCDOR HR in recruiting, selecting, orienting, training, guiding, and disciplining staff, including assisting with creating, updating, and grading job descriptions, assisting with interviews and providing hiring recommendations, and processing reference checks, employment verification, and other necessary pre-employment paperwork if needed.
9. Meets with all new hires and processes new hire paperwork, as applicable. Assist supervisors with new employee orientation/onboarding.
10. Acts as a liaison with CCDOR HR communicating compensation, health insurance, PTO, 401K, and other offered benefits.
11. In partnership with the DBS and CCDOR HR, improve the job and salary grading system, establish an employee onboarding orientation process and develop a supervisor manual.
12. Collaborates with the CCDOR Employee Relations Manager and DBS to conduct stay interviews, exit interviews, and resolve employee relations issues. Works to enhance an organizational culture by managing employee relations, working with supervisors and staff to address sensitive issues (e.g., interpersonal issues between co-workers and personal problems impacting professional life), and develop recommendations for leadership to enhance organizational climate and facilitate staff-wide collaboration. Assist in developing plans to promote an engaging work environment, enabling and energizing, and one where team members can thrive.
13. Processes departing employees and alerting CCDOR of all employee separations in a timely manner.
14. Manages and tracks staff training and development initiatives (e.g., required annual trainings, wellness, and employee recognition programs)
15. Monitors performance evaluation process and ensures all reviews are processed for consistency and equitability and completed by the due date with copies submitted to CCDOR HR for placement in personnel files.

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16. Ensure accident forms are completed for all accidents, with drug testing if required and submitted to CCDOR HR.
17. Monitor drug testing programs and ensure random drug testing is carried out.
18. Manages the annual Feeding America Employee Engagement Survey.
19. Service as the Regional Compliance Officer for the Food Bank, working with the Chief Compliance Officer for Catholic Charities.
20. Serves as the lead on the EGG committee (employee go-to group).
21. Serves on the safety committee and assists with accident investigations.
22. Represent the Food Bank to other Feeding America food banks.
23. Other duties as assigned.

TITLE OF DIRECT SUPERVISOR: Director of Business Services

WORKSITE: 388 Upper Oakwood Ave., Elmira, NY 14903

WORK FROM HOME: Eligible with supervisor approval

- QUALIFICATIONS:**
- High School Diploma/GED and minimum six years experience in Human Resources, Leadership, or Business Administration. Advanced education in HR, Leadership, or Business Administration a plus.
 - Strong knowledge of DOT a plus
 - Supervisor experience a plus
 - Excellent verbal and written communication skills with advanced ability to publicly present and train
 - Strong organizational and project management skills with excellent attention to detail and accuracy
 - Strong working knowledge of Microsoft Office Suite

ADDITIONAL REQUIREMENTS:

- Able to maintain absolute confidentiality regarding written and verbal information
- Ability to collaborate with senior leadership to accomplish strategic goals and priorities
- Possess flexibility and a willingness to work within constantly changing priorities and deadlines with enthusiasm
- Ability to work well under pressure, with good judgement and decision-making abilities.
- Ability to read, analyze, and interpret technical journals, regulations, and legal documents pertaining to human resources
- Ability to work and interact well with individuals from a variety of socioeconomic backgrounds in a culturally diverse environment
- Integrity and trust
- Ability to multi-task
- Follow and enforce all Food Bank policies and procedures
- Ability to build positive working relationships
- Takes initiative to identify and propose remedies to problems
- Ability to analyze and interpret data, use graphs and charts, calculate percentages and proportions, and use spreadsheet formulas
- Demonstrate ethical business practices in conformance with all state and federal laws and regulations.
- Willingness to foster agency, department, and program-wide cooperation and teamwork through the use of positive/constructive communication techniques
- Commitment to serving vulnerable populations and ending hunger in the Southern Tier
- Possession of a valid Drivers' license and a driver's record considered acceptable by agency and insurance carrier.
- Demonstrate full adherence to the Code of Conduct and all policies/procedures related to compliance
- Adheres to all applicable federal and state laws and regulations, including but not limited to those governing confidentiality, privacy, program, billing, and documentation standards. All duties must be performed in accordance with CCDR's corporate compliance and ethics program.

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Ability to meet the following physical requirements with or without reasonable accommodation:

- Use hands to manipulate, handle, feel, and control items or equipment, including motor vehicle
- Stand, sit, walk, bend, stoop, kneel, and reach
- Climb up or down stairs
- Able to reach above or below shoulders
- Occasionally lift or move objects weighing up to 10 lbs.
- Sitting at a desk or in a vehicle for long periods of time to perform certain job functions
- Be able to read, write, and interpret written documents

Acceptance of the Food Bank of the Southern Tier's

- Mission: Working together to build and sustain hunger-free communities throughout the Southern Tier
- Vision: The Food Bank of the Southern Tier is committed to creating a future without hunger, where access to healthy food by all is recognized as fundamental to the well-being and success of individuals and the foundation of a strong, vibrant society
- Organizational Values: Have Integrity, Be Brave, Share Your Strength, Respect Relationships and Honor the Mission

EMPLOYER'S DISCLAIMER:

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor or member of the senior leadership team
- This document does not create an employment contract, implied or otherwise, other than an "at will" relationship

EMPLOYEE CONFIRMATION:

I have read and understand the duties, responsibilities, and qualifications for this job and am able and willing to perform them accordingly.

Signature

Date

Print Name