



Job Description

Title: Director of Human Resources and Customer Service				Revision Date 07/10/2020	
Reports to: Executive Director					
Directly Supervises: Front Desk Receptionist and Intermodal Center Customer Service Representatives					
FLSA Category Exempt	Non-Represented	Non- Safety Sensitive	Full Time	EEO Category First/Mid Level Officials and Managers	
Work Schedule (subject to change) Generally – weekdays 8:30 a.m. to 4:00 p.m. Frequently required to work beyond scheduled work hours and/or days					
Job Description Summary Oversee and manage recruiting, hiring, termination, performance management, employee relations, compensation, benefits and organizational development. Oversee and manage customer service.					

Essential Functions

- Oversee and manage recruiting, hiring, promotions and terminations.
- Oversee and manage customer service including complaints and commendations.
- Directly manage front desk receptionist and intermodal customer service representatives. Manage employee performance including employee development, coaching and progressive discipline. Makes recommendations for hiring, promotion, transfer and terminations.
- Oversee employee performance and development including administering progressive discipline, coaching and providing consistent application of grievance procedures.
- Responsible for promoting positive and effective employer-employee relations.
- Facilitate and coordinate with the Executive Director and legal counsel on human resource, personnel, employee relations and labor relations issues including contract interpretations and grievance resolutions.
- Manage and administer employee benefit programs including, vacation, sick, health and dental insurance, life insurance, Family and Medical Leave Act and short-term/long-term disability.
- Monitor pension plans and serve as COLTS' Pension Administrator.
- Oversee organizational attendance and overtime.
- Oversee centralized organizational policies and procedures.
- Oversee workers' compensation and light duty programs.
- Oversee Equal Employment Opportunity Program.
- Oversee Employee Assistance Program.
- Develop, implement, maintain and oversee human resources policies and procedures including Employee Handbook.
- Responsible for maintaining and updating personnel and human resource databases and records.
- Review employee payroll.
- Develop and implement employee recognition and reward programs as well as employee development and succession planning.
- Upload information into external databases.
- Maintain compliance and accurate records for federal, state and local regulations, laws and policies.
- Compile and maintain statistical and performance data and provide monthly reports to Executive Director.
- Internal and external human resources, employee relations and equal employment opportunity liaison.
- On call 24/7.
- Perform related duties, as required.

Additional Job Functions

- Occasionally attend meetings, conferences and training sessions that may require overnight lodging.
- Manages mail.



Job Description

Qualifications, Education, Training, Certification, Licenses Requirements

- Minimum of a bachelor's degree in human resources, business or closely related field.
- Minimum of seven (7) years of management level experience administering human resources, personnel, organizational development and/or benefit programs.
- Prefer human resources and/or benefit certification such as SHRM.
- Prefer experience in public transportation.
- Prefer experience in managing multi-union environments and contract negotiation.
- Required to maintain a valid PA driver's license.

Additional Working Conditions

- Primarily works indoors in an office environment.

Knowledge, Skills and Abilities Required

- Superior written and oral communication skills.
- Ability to work independently.
- Ability to perform multiple tasks and manage multiple responsibilities concurrently.
- Exceptional interpersonal skills.
- Must maintain confidentiality with regard to all information and records.
- Proficient ability to use a variety of technology products including MS Office Products.

Acknowledgement

This job description does not constitute an employment agreement between COLTS and the employee and COLTS management reserves the right to assign or reassign duties and responsibilities to this job at any time.

Immediate Supervisor: _____ Date: _____

I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements)

Employee Signature: _____ Date: _____

In compliance with the Americans with Disabilities Act, the Employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss accommodations with the Employer.