



## **JOB DESCRIPTION**

**Job Title:** Director of Human Resources  
**Department:** Finance & Administration  
**Reports To:** Sr. Director of Finance & Administration  
**FLSA Status:** Administrative Exemption  
**Prepared Date:** October 2022

**Summary:** Handle all aspects of compensation and benefits, staff development, mediation, conflict resolution, payroll, HR records management, HR policies development, legal compliance, and Accounts Receivable; assist Sr. Director of Finance & Administration, and President as needed. **In an effort to safeguard the health of our employees and their families, our customers and visitors, and the community at large, Visit Knoxville requires all staff members to be COVID-19 vaccinated.**

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Guide management in the interpretation and administration of HR related policies and procedures
- Administer payroll for all full-time and part-time employees
- Administer annual open enrollment for benefits and act as liaison with all benefits vendors
- Maintain Summary Plan Documents and communicate effectively with employees regarding benefits
- Verify accuracy of all benefit related invoices and complete payment vouchers as needed
- Handle all new hires (including interns) by distributing and filing appropriate paperwork
- Handle all exits by distributing and filing appropriate paperwork and performing exit interviews
- Maintain accurate personnel files per record retention policy and state and federal law
- Complete and file 941 and SUTA Quarterly reports; Complete, file and distribute W-4 Report and W-2's
- Maintain Employee Handbook, Benefit Summary Documents, Intranet, and Job Descriptions, editing as needed
- Create, implement, and maintain all Wellness initiatives
- Create, implement, and maintain all Corporate Social Responsibility initiatives
- Keep staff directory updated as needed
- Maintain all leave time records for employees
- Be available for employees as needed to answer questions or listen to complaints/problems/suggestions
- Be available for mediation as needed
- Manage all invoicing at the request of staff members
- Prepare, post, and file all deposits (other than retail)

**Supervisory Responsibilities** This job has no supervisory responsibilities.

**Qualifications** 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** Bachelor's degree or 5 years related experience and/or training; or equivalent combination of education and experience. PHR/SHRM-CP Certification preferred.

**Computer Skills** To perform this job successfully, an individual should have knowledge of Accounting software; Excel; Word; Outlook; Payroll Systems; Human Resource systems.

**Language Skills** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**Mathematical Skills** Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**Reasoning Skills** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**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; The employee is frequently required to reach with hands and arms and talk and hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision 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.

**Competencies** To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.