

Director of HR & Operations

Objective

This position is responsible for overseeing, executing, and managing employee benefit administration, talent acquisition and retention, orientation/onboarding, professional development programs, supervisor/management training, employee morale and satisfaction and overall health and development of our organizational human capital.

About Destination Madison

As Greater Madison's official destination management organization, Destination Madison drives economic impact through tourism. Our mission is to inspire a love for Madison, and our vision is that Madison is a place for all. We attract leisure visitors, conventions and sporting events to the area, and partner with local businesses to position Madison as one of the world's most vibrant and innovative places to live, work and visit.

Department: HR & Operations

Supervisor: President & CEO

Direct Reports: HR & Operations Coordinator, IT Administrator

Job Classification: Full-time; Exempt

Work Site Location: Destination Madison Office

Revised: October 2021

ESSENTIAL RESPONSIBILITIES

Human Resources

- Ensure all employee-related procedures and manuals, job descriptions, and performance management materials and systems remain current.
- Stay current on trends in HR and HR laws and ensure compliance with new employment related legislation.
- Ensure confidentiality of sensitive matters and materials such as files, records, written and verbal communication pertaining to personnel, Destination Madison's board of directors, partnership development and/or other sensitive issues.
- Direct onboarding for new employees and offboarding as needed.
- Assist CEO with regular performance review of team members.
- Develop, implement, and maintain training and development programs for staff.
- In consultation with the CEO, develop and administer an equitable industry benchmarked compensation policy including conducting external employee compensation analysis every three years and an annual review of compensation trends and compensation structure.
- Consult legal counsel when necessary to ensure that policies and procedures comply with federal and state law; studies legislation to assess industry trends.
- Ensure organization compliance related to applicable Affirmative Action (AA), Equal Opportunity Employment, and other employment issues and work with the City and County on their AA requirements.
- Advise directors and managers of policies or trends in equal employment opportunities, compensation, and employee benefits.
- Maintain records of insurance coverage (including benefits, comprehensive, Board, etc.).

- Participate in employee disciplinary meetings or other personnel meetings as needed.
- Represent Destination Madison at personnel-related hearings and investigations.
- Direct coordination of the organization's talent acquisition and retention efforts including but not limited to the job posting process, interview coordination/participation, orientation and training, performance appraisals, preparing exit documentation, health and safety procedures, etc.
- Create job descriptions and recruit viable candidates for open positions working closely with the hiring manager.
- Strategize, negotiate, and oversee administration and updating of employee benefit programs including health, dental, vision, STD/LTD, Section 125 Flex, 401(k) plans, ensuring the plans are accessible and competitively designed.
- Establish and maintain strong relationship with employee benefit plan insurance broker.

Information Systems/Technology

- Oversee, review and/or approve recommendations for changes to hardware and system configurations to support strategic initiatives of Destination Madison in consultation with IT Administrator and leadership team.
- Maintain a strategic technology and annual IT plan for implementation of new software and hardware technologies.
- Participate in evaluating quality of IT services and procedural enhancements.

Administration

- Develop and manage HR & Operations department budget based on organizational priorities.
- Work closely with the Finance department on cross departmental systems and HR issues.
- Maintain office efficiency by planning and implementing office systems layouts, and equipment procurement.
- Manage and retain copies of contracts for departmental services (i.e.: lease, janitorial, etc.) as well as the ability to work with and negotiate with outside vendors.
- Establish and monitor a system of internal controls to safeguard assets and maintain the integrity of the organization's operations.
- Assist/coordinate office procedures, projects, and meetings that may be required
- Develop and maintain relationships with service providers, vendors and other partners such as Destination Madison's landlord, HR consultant and attorneys.
- Active participant on the Crisis Communication Plan Team, per responsibilities listed in plan.
- Recommend and ensure compliance with procedures for systematic retention, protection and disposal of records and contracts based on statutory and contract compliance requirements and business needs.

**This job description describes the general nature and scope of responsibilities for this position. Please note other duties and responsibilities may be assigned or removed at any time.*

EDUCATION AND EXPERIENCE

- Bachelor's Degree in Human Resources or Business Administration and 5-7 years of experience or equivalent combination of education, experience and training.
- Experience supervising outside contractors a plus
- HR certification or applied generalist knowledge of human resource laws, issues, and procedures.
 - PHR designation highly preferred.
- Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personal information systems
- Experience with maintaining and supporting Affirmative Action plans
- Demonstrated ability to lead Human Resources and IT, including depth of understanding related to systems, practices, and acumen
- Demonstrated leadership and experience in advancing diversity and inclusion within an organization

SKILLS & ABILITIES REQUIRED

- Commitment to detail, quality, and accuracy
- Strong organizational and work planning skills
- Ability to establish and maintain effective working relationships both internally and externally
- Ability to maintain strict confidentiality
- Strong ability to work independently and as part of a team
- Strategic thinking abilities and ability to streamline processes
- Proficiency with computer-based systems, which include PC-based systems, website databases, HRIS systems and Microsoft Office
- Excellent communication skills, particularly in listening, facilitating, writing, and critical thinking
- Coaching/Management skills

TRAVEL

Occasional travel in Madison area

WORK ENVIRONMENT & JOB SPECIFICATIONS

The work environment and job specifications listed below are representative of those that must be met by an employee, with or without accommodations, to successfully perform the essential functions of this job.

- Primarily perform work in an office environment
- Occasionally move around the office and access or use computers, office equipment, telephone, and any other pertinent supplies, space or equipment used to perform the duties of the position.
- Work with frequent interruption.
- Sit for long periods of time
- Lift and/or move up to 10 pounds and occasionally lift and/or move up to 35 pounds
- Occasional travel for Destination Madison supported events, meetings, etc.
- Flexible/Hybrid work option where team members can request to work remotely up to 16 hours per week with approval from their immediate supervisor after 90 days of employment.

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

To best safeguard the health and safety of our employees and guests, Destination Madison is mandating all employees to be fully vaccinated for COVID-19. This means that being fully vaccinated is a condition of continued employment and a condition of hire. For employees or applicants who request accommodation due to medical or religious reasons, Destination Madison will work directly with each employee or applicant to review their individual request for reasonable accommodation.

Destination Madison is an Equal Opportunity/Affirmative Action Employer