

Position Description

Human Resource Manager



Position: Human Resource Manager

Department: Operations

Reports To: CFO

Date Prepared: 11/2019

Position Purpose:

The Human Resource Manager provides day-to-day human resources support and counsel in the following areas: talent management, compensation, benefits, compliance, training, team member relations, team member communications, team member engagement, policy development and administration, talent acquisition, and support services. This role will ensure consistent application of policies and procedures and partners closely with the leadership team and team members to contribute to the overall success of the organization.

Possible Growth Opportunities:

- Director of Human Resources
- Leadership team

Position Accountabilities & Performance Expectations:

Responsibilities include but are not limited to:

Human Resources:

- Ensures human resources policies and programs are consistently administered and aligned with company culture, goals and strategies and are in compliance with professional standards and legal requirements.
- Collaborates with the leadership team in the development and support of company culture.
- Partners with hiring managers in recruiting top talent, making hiring decisions, and crafting employment offers based on market compensation data, ensuring appropriate offers are extended to selected candidates.
- Executes and supports integrated talent management programs that directly tie to the business strategy and build alignment with departments and business leaders.
- Provides coaching and assistance on setting objectives, providing written and verbal feedback and conducting mid-year and annual performance reviews.
- Supports managers with team building, talent development, workflow distribution, and team member relations issues
- Provides coaching to managers to enhance leadership abilities, relationships among teams/individuals, interpersonal communications and performance management.
- Supports the end of year compensation cycle.
- Partners with managers defining new jobs, updating job descriptions and ensuring roles are aligned with business and market strategy.
- Manages the administration of health and welfare benefit plans and programs, PTO and leave policies, and assists with administration of 401(k) plan.

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- Partners with managers on employee relations issues, performance management and disciplinary actions.
- Develops and administers performance review program to ensure effectiveness, compliance, equity and consistency.
- Responsible for maintaining and updating Employee Handbook and other personnel policies and procedures.
- Develops and maintains a human resources information system that improves record keeping, compliance and data analytics.
- Conducts or coordinates training on human resources matters.
- Manages legal compliance programs.
- Conducts investigations under the direction of CFO and outside legal counsel, as needed.
- Handles escalated team member relations issues including appearing at hearings.
- Prepares employee separation notices and related documentation, and conducts exit interviews.
- Performs other related duties as required and assigned.

Support Services:

- Manages the Pigott customer experience. Ensures that all guests and incoming calls are being handled in a timely and positive manner.
- Ensure that all events and hosting experiences meet the Pigott standard.
- Manage the support services team to ensure that admin support is being offered to all departments in an efficient and positive way.
- Ensure that showrooms are always client ready and facility issues are resolved quickly and efficiently to minimize disruption to the business.

Corporate Accountabilities & Performance Expectations:

- Provide prompt, courteous and exemplary service to all customers, both external and internal, in accordance with the corporate mission, vision, values and beliefs of Pigott. Demonstrate courtesy and professionalism, consistently providing a timely response to every customer service inquiry.
- Support Pigott commitment to quality by developing and maintaining position-specific procedures, process instructions and/or forms to better serve the company and customers as necessary.
- Attend work on a regular basis. Adhere to all guidelines as outlined in the Pigott Team Member Handbook.
- Accept responsibility for personal and professional development.
- Perform additional responsibilities at the request of manager or the Pigott Leadership team.
- Demonstrate cooperation and teamwork in accomplishing the goals and objectives in the department.
- Adhere to Pigott corporate branding standards.
- Maintain confidentiality of business operations on behalf of Pigott and all clients.

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Position Requirements:

- Bachelor's degree, preferably in Human Resources, Business Admin, or related field.
- Minimum 5 plus years' experience in HR related field.
- Seasoned professional that is concerned with problems that have a direct and
- important effect on business programs and results.
- Ability to integrate into the business.
- Resourceful and self-sufficient.
- Excellent written, verbal and interpersonal communication skills in the English
- language.
- Proficient in Microsoft (Outlook, Word, Excel, and PowerPoint).
- Ability to work with confidential information and maintain confidentiality at
- all times is critical.
- Ability to adapt to a wide variety of situations and personalities.
- Some travel required.

Position Demands

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job.

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

Additional Information

Pigott is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Company will consider reasonable accommodations for qualified individuals with disabilities and encourage prospective team members and incumbents to discuss potential accommodations with the Company.