



## Job Title: Human Resources Manager

**This position reports to:** CEO

**Location:** Remote

### Job Summary

The Human Resources Manager is a hands-on position responsible for managing all aspects of the HR function, including Employee Relations, Organizational Development and Training, Talent Recruitment, Performance Management, and Compensation and Benefits. This position ensures that MHP Salud fully complies with all employee-related federal, state, and local laws.

This position leads all Human Resources practices and objectives to provide an employee-oriented, high-performance culture that emphasizes empowerment, quality, productivity, goal attainment, and ongoing development of a superior workforce. All work is driven by MHP Salud's Strategic Plan, policies, mission, vision, goals, and other key planning documents.

### Key Duties & Responsibilities

- As a member of the Senior Leadership team, participates in critical decisions about strategic initiatives, operating model, and operational execution; contributes to strategic planning and supports corporate initiatives; keeps abreast of critical issues in other departments/business units; understands the market and economic factors affecting the organization; participates in corporate policy development; and creates and delivers an outstanding experience for the organization's employees and customers.
- Partners with Senior Leadership team members to adopt and integrate key HR strategies and initiatives. Consults on diversity, workforce, and business issues that impact the organization.
- Hands-on responsibility for all Human Resources functions, including the design, development, and execution of all HR strategies, policies, procedures, and programs, including hiring and recruiting, payroll, compensation, benefits, employee relations, and talent management and development.
- Provides advice and assistance to MHP Salud leaders in interpreting and applying policies and practices; provides guidance to resolve problems; reviews all disciplinary actions and proposed terminations with the appropriate management level. Coordinates with legal counsel in litigated and non-litigated HR matters. Advises MHP Salud leaders as required on policies and regulations to minimize the risk of exposure to employee claims based on terminations, discrimination, harassment, payroll issues, workers' compensation, etc.
- Responsible for all recruiting efforts, including writing and posting job ads, conducting and coordinating interviews, extending offers, and onboarding.

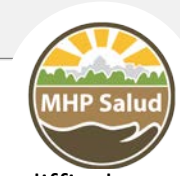


- Responsible for the administration of all payroll processes and submissions.
- Oversees the creation, execution, and maintenance of the performance management system, including current job descriptions, standards of performance, and performance evaluation instruments.
- Develops, implements, and administers progressive and proactive compensation and benefits programs to provide motivation, incentives, and rewards for effective performance. Oversees the evaluation of critical organizational positions to maintain a competitive, market-based, sustainable compensation and benefits package.
- Appropriately directs policies and programs for effective management of the people resources of the organization, including employee relations, employee safety, affirmative action, sexual harassment, employee complaints, external education, and career development. Keeps abreast of new laws, regulations, and trends and ensures compliance with federal, state, and local employment, wage, and salary laws and regulations.
- Provides direction and execution of HR programs and services to foster an environment promoting employee engagement, customer service, and continuous improvement.
- Maintains and grows relationships with internal customers to further cultivate a favorable and trustworthy reputation for the HR Department.
- Improves overall employee satisfaction and engagement by identifying and responding to concerns and opportunities for improvement; handles complex employee relations issues from beginning to end. Provides consistent and fair communication and interpretation of HR policies and procedures.
- Designs, develops and implements a strategic organizational development plan, including organization design and development, succession planning, leadership development, talent management, change management, employee engagement efforts, and cultural change.

## Competencies

Competencies describe the skills, knowledge, and attributes necessary to perform the job, and all staff across the organization should demonstrate these competencies.

- **COMMUNICATION SKILLS** – Proactively communicates; informs others of what they need to know. Utilizes oral and written communication to enhance relationships across the organization. Capably articulates thoughts and ideas in speaking and listens carefully to others.
- **INTERPERSONAL SKILLS**- Exhibits acceptable standards of professional conduct. Listens carefully. Develops and maintains positive working relationships with all constituents.
- **DECISION MAKING** - Identifies and understands issues, problems, and opportunities; compares data from different sources to draw conclusions; uses effective approaches for choosing a course of action or developing appropriate solutions; takes action that is consistent with available facts, constraints, and probable consequences.



- **MANAGES CONFLICT/NEGOTIATION SKILLS** - Deals effectively with others in difficult situations; uses appropriate inter-personal styles and methods to reduce tension or conflict between two or more people. Effectively explores alternatives and positions to reach outcomes that gain the support and acceptance of all parties.
- **PROBLEM ANALYSIS AND PROBLEM SOLVING** - Uses sound or logical judgment to spot and analyze problems, develop alternative solutions, and initiate corrective action.

## Company Values

- **COLLABORATION** – We foster open and honest communication with our team and partners to advance the mission and strengthen our relationships.
- **RESPECT** – Our organization is strengthened by our shared commitment to each other, the communities we serve, and our thoughtful consideration of differing experiences and perspectives.
- **GROWTH** – We embrace our people’s unique talents and strengths, creating opportunities for them to explore their passions to be their best and grow authentically.

## Minimum Qualifications

- Bachelor’s degree in human resources, Business Administration, or related field required.
- A minimum of five years of human resource management experience.
- Reads, writes and speaks in Spanish and English fluently.
- Ability to facilitate professional training and educational sessions in both Spanish and English.
- Must be able to pass a background screen, including local, state, and federal law check, employment reference check, DMV check, and criminal records check.

## Preferred Qualifications

- SHRM-CP or SHRM-SCP is highly desired.
- Prior payroll and benefits management experience.

## Skills/Knowledge/Abilities

- Excellent verbal and written communication skills.
- Excellent interpersonal, negotiation, and conflict-resolution skills.
- Excellent organizational skills and attention to detail.
- Strong analytical and problem-solving skills.
- Ability to prioritize tasks and delegate them when appropriate.
- Ability to act with integrity, professionalism, and confidentiality.
- Ability to adapt to the needs of the organization and employees.



- Thorough knowledge of employment-related laws and regulations.
- Proficient with Microsoft Office Suite and related software.
- Reliable transportation, valid driver's license, and insurance required on a vehicle used for work purposes (employee must be listed on insurance).
- Proficiency with or the ability to quickly learn the organization's talent management systems.

<b>Job Class:</b>	Senior Management
<b>Position Status:</b>	Exempt

## Physical Demands

While performing the duties of this role, the employee is regularly required to speak and listen. The employee is frequently required to sit, walk, and stand; occasional climbing, stooping, kneeling, crouching, and balancing are required. Must be able to lift and move up to 50 pounds occasionally and 10 pounds frequently. Frequent use of eye, hand, and finger coordination enables the use of office machinery. Oral and auditory capacity enables interpersonal communication and communication through automated devices such as phones and computers.

The physical demands of this job are representative of those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Duties and responsibilities may be added, removed, or changed at any time at the company's discretion, formally or informally, either verbally or in writing.



---

## Acknowledgment

I have read and understand this job description and certify that I am qualified to perform this job, with or without reasonable accommodation.

Click or tap here to enter text.

---

Name (Print)

---

Employee Signature and Date

Click or tap here to enter text.

---

Supervisor's Name (Print)

---

Supervisor's Signature and Date