

JOB DESCRIPTION

PATERSON BOARD OF EDUCATION

HUMAN CAPITAL
1901 Director of Employee Services
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JOB TITLE: DIRECTOR OF EMPLOYEE SERVICES

REPORTS TO: Chief Human Capital Officer

SUPERVISES: Employee Services Representatives

NATURE AND SCOPE OF JOB:

The Director of Employee Services will support the district's efforts to hire and support staffing to ensure the needs of Paterson's students and schools are met. Reporting directly to the Chief of Human Capital, the Director of Employee Services will be responsible for managing a team of Employee Services Representatives to support employee and school leader and department head requests and inquires around employee benefits, leaves, sick and vacation time, salary verifications and general online updates and maintenance of employee records. The Director of Employee Services will work closely with the Business Systems Manager to ensure systems are in place to capture and store accurate data and the reporting and extracting of data is streamlined.

The Director of Employee Services will communicate policy decision; ensure a high-level of customer service from the team, and set goals and benchmarks with the team. The Director will also communicate regularly and serve as a member of the Office of Human Capital leadership team.

QUALIFICATIONS:

The Director of Employee Services shall:

1. Bachelor's Degree
 2. General experience and knowledge of public sector employee benefits and services, including retirement
 3. Strong interpersonal and communication skills and experience
 4. Management and supervisory experience
 5. Demonstrated success in providing high levels of customer service
 6. Ability to analyze and communicate analysis of data
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7. Excellent organizational skills and demonstrated ability to multi-task and prioritize daily tasks
 8. Experience working effectively with a wide range of constituencies in a diverse community
 9. Proficient in human resource information management & accurate record keeping
 10. Demonstrate the ability to use electronic equipment for word processing, data management, information retrieval, visual and audio presentations, and telecommunications.
 11. Master's Degree, preferred
 12. Experience in an urban school district, preferred
 13. Knowledge and experience with human resource management software such as EduMet; AESOP; Kronos and/or Applitrack, preferred
 14. Five or more years of professional experience related to Human Resources / Human Capital functions, preferred
 15. Demonstrated success leading strategic educational program and reform initiatives, preferred
 16. Experience in project management, including the ability to identify, develop, and deploy resources across multiple initiatives, preferred
 17. Bilingual, preferred
 18. Provide proof of U. S. citizenship or legal resident alien status by completing Federal Form I-9 in compliance with the Immigration Reform and Control Act of 1986.
 19. Provide evidence that a criminal record history check has been conducted and clearance has been given by the Department of Education. During the initial six month period provide a sworn statement that the individual has not been convicted of a crime or a disorderly person's offense in accordance with 18A:6-7.1.
 20. Provide evidence that health is adequate to fulfill the job functions and responsibilities with reasonable accommodation pursuant to 42 U.S.C. 12101 and in accordance with N.J.A.C. 6:3-4A.4.
 21. Pass the State required Mantoux Intradermal Tuberculin Test as required by N.J.A.C. 6:3-4A.4.
 22. Meet such alternatives to the above qualifications as the Superintendent may find appropriate and acceptable.
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VERIFICATION OF COMPETENCY:

1. District Application and resume.
2. Required documentation outlined in the qualifications above.
3. A minimum of three letters of reference from former employers, teachers, professors or other professional sources, or copies of recent evaluations and observations of teaching performance.
4. Official College Transcripts.
5. Employment interview.

EMPLOYMENT TERMS:

The Director of Employee Services shall be employed under the following terms:

1. Work year of twelve months.
2. Salary or hourly wage, benefits, and leave time as negotiated.
3. Conditions established by all laws and codes of the State, and all policies, rules, and regulations established by the Board of Education (N.J.S.A. 18A:27-4 et seq.).

JOB FUNCTIONS AND RESPONSIBILITIES:

The Director of Employee Services will include; but not be limited to the following:

General

1. Responsible for managing a team of Employee Services Representatives and allocating work, monitoring productivity and compliance and ensuring customers receive high quality service in a timely manner.
 2. Establish and manage metrics for the team and measure performance.
 3. Report weekly and monthly productivity data to ensure service deliverables are met.
 4. Hire, train and develop team members in order for them to succeed and grow in the school department.
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5. Serve as liaison with the other HC functions as well as with HC Partners and School Leaders and Departments within the school district.
6. Serve as a subject matter expert on HC policies and assist team with questions.
7. Manage all data vaulting and records retention including ensuring records are stored, secured and maintained in a confidential manner.
8. In addition to serving as the leader of the Employee Services group, the Director will either be indirectly (through managing the team), or directly, (through filling in when necessary), responsible for the following actions:

Benefits and Compensation

1. Manage the district's benefits programs including tuition reimbursement, healthcare, wellness programs, retirement/pension plans, etc.
2. Manage all new enrollments, changes and terminations including communication with vendors
3. Liaise with payroll in processing employee information, merit increases, promotions, transfers, etc. via entry in HR systems and completion of required forms

Compliance and Employee Information Management

1. Manage and coordinate all aspects of leaves of absence administration including advising employees, preparation and intake of forms, submission of forms, and any required employee/manager follow-up
 2. Manage the attendance information management process including training for school based and department staff around time keeping and policies
 3. Assist in keeping all school department's policies and procedures up to date
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4. Maintain employee files in line with school department's policies and government regulations
5. Coordinate all aspects of the separation process including exit surveys issuance, separation paperwork (i.e. release agreements (when appropriate), and inform all applicable departments of changes (IT, Payroll, etc.)
6. Support confidential employee related processes and matters as required

Employee Customer Service

1. Provide responsive and superior customer service to both candidates and employees
2. First point of contact for all walk-in and phone call support
3. Provide reception desk coverage as needed

Other

1. Support onboarding and hiring process, scheduling and coordination of new hire orientations
 2. Conduct background screening as requested or assigned
 3. Ensure employees are set up on all HR systems, reports as appropriate
 4. Maintain confidentiality of all records and transactions
 5. Process employment verifications
 6. Maintain confidentiality and follow school department, state, and federal policies and procedures
 7. Assist with special projects as requested or assigned
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PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of the job and are not meant to be all inclusive. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential responsibilities and functions of the job.

Unless reasonable accommodations can be made, while performing this job the staff member shall:

1. Use strength to lift items needed to perform the functions of the job.
2. Sit, stand and walk for required periods of time.
3. Speak and hear.
4. Use close vision, color vision, peripheral vision and depth perception along with the ability to focus vision.
5. Communicate effectively in English, using proper grammar and vocabulary. American Sign Language or Braille may also be considered as acceptable forms of communication.
6. Reach with hands and arms and use hands and fingers to handle objects and operate tools, computers, and/or controls.

ENVIRONMENTAL DEMANDS:

The environmental demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of the job and are not meant to be all inclusive.

1. Exposure to a variety of childhood and adult diseases and illnesses.
2. Occasional exposure to a variety of weather conditions.
3. Exposure to heated/air conditioned and ventilated facilities.
4. Exposure to a building in which a variety of chemical substances are used for cleaning, instruction, and/or operation of equipment.
5. Function in a workplace that is usually moderately quiet but that can be noisy at times.


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EVALUATION

The Chief Human Capital Officer shall evaluate the Director of Employee Services in accordance with Policy No. 3223, Regulation Nos. 3223.1 or 3223.2, this Job Description and such other criteria as shall be established by the Board of Education.


Approved


Date