



## JOB DESCRIPTION

**Job Title:** Human Resource and Operations Specialist

**Reports to:** Chief Financial and Administrative Officer

**Revision Date:** January 2024

### ABOUT BROAD STREET MINISTRY:

Broad Street Ministry is an organization that helps Philadelphians living in deep poverty stabilize their lives through a unique offering of meals and social services that is welcoming to everyone. Our long term vision is not only to meaningfully reduce the trauma and suffering caused by scarcity for Philadelphia's most vulnerable populations, but, along with best-of-class social services and government partners, to break the cycle of poverty, homelessness and hunger in Philadelphia.

### POSITION SUMMARY:

The Human Resource and Operations Specialist reports to the Chief Financial and Administrative Officer (CFO); and oversees all human resource responsibilities including: recruitment, compliance, benefits, compensation, employee relations, and administrative resources. She/he/they will be responsible for supporting the organization with contracts and memorandums of understanding that support and protect our mission and ensure strategies and initiatives are met. The Human Resource and Operations Specialist will oversee all the administrative aspects of the BSM facility, including contracts and vendor relations. The Human Resource and Operations Specialist will be responsible for updating and maintaining the employee handbook and act as a subject matter expert on all aspects of employee and organization policy and procedures

### DUTIES AND RESPONSIBILITIES:

- Counsels, orients, and trains managers and supervisors on the interpretation and administration of Human Resources policies. Administers Human Resources policies and procedures as they pertain to all employees.
- Works closely with Payroll to investigate and troubleshoot any issues related to employee pay.
- Develops and maintains employee engagement initiatives.
- Manages an annual employee survey process and subsequent readouts.
- Handles the onboarding and offboarding of all employees.
- Ensures compliance with state, local and federal guidelines and policies to protect the business and its employees.



- Partners with management to ensure HR policies and programs are aligned with strategic initiatives.
- Manages the annual performance management process.
- Oversees, handles and manages employee relations issues.
- Recommends new approaches, policies and procedures to maintain efficient and effective services.
- Consistent exercise of independent judgment and discretion in matters of significance.
- Coordinate and oversee contractors who support our operations.
- Oversee workspace assignments, building safety procedures and facility operations as it pertains to staff needs and physical plant.
- Regular, consistent and punctual attendance. Must be able to work nights and weekends, variable schedule(s) and overtime as necessary.
- Coordinate effectively with ADP Professional Employer Organization HR Business Partner around HR practices and functions.
- Assist department managers in creating processes and procedures that support employee engagement, professional development, and departmental efficiencies.
- Other duties and responsibilities as assigned.

## **QUALIFICATIONS AND SKILLS:**

- Bachelor's degree or equivalent experience.
- 3-5 years of progressive Human Resources experience.
- Knowledge of federal, state, and local employment laws and regulations.
- Demonstrated experience in exercising discretion, confidentiality, integrity, professionalism, and independent judgment.
- Proficient skills in collaboration and communication effectively with employees across all levels of the organization.
- Excellent client management skills.
- The ability to work effectively both independently and in a team environment.
- Experience with ADP Workforce Now preferred.
- SHRM certification and/or human resource, business administration, or similar coursework preferred.

## **OTHER:**

The mission of Broad Street Ministry is to transform our city, our institutions, and ourselves by embracing the individual needs of our most vulnerable sisters and brothers, and by embracing radical hospitality. We believe that the only way to achieve that mission is to have a diverse staff that is representative, at all job levels, of the citizens we serve.



Broad Street Ministry does not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, criminal record, or any other status protected under federal, state, or local law. Broad Street Ministry believes that diversity and inclusion among our staff is critical to our success as a community services organization, and we seek to recruit, develop and retain the most talented people from a diverse candidate pool.

This position is located at Broad Street Ministry, 315 S. Broad Street.

Salary Range: \$52,000 – 57,000 Annually. The successful candidate will receive a competitive compensation package that includes: medical, dental, and vision, 401(k) retirement plan, paid holidays and PTO.

***To apply for this position, please send your resume, cover letter, and 1 or 2 work sample(s) to: [employment@broadstreetministry.org](mailto:employment@broadstreetministry.org). Indicate “Human Resource and Operations Specialist” in the subject line of your email.***

***Work sample instructions: Please submit 1 or 2 work samples that demonstrate how you communicate clearly with staff. We would prefer to see a work sample that you created independently, it is completely fine to redact confidential information from work samples as needed. Potential work samples might include the following: a detailed email to staff explaining HR benefits enrollment, a project plan for an initiative you oversaw, Standard Operating Procedures you have drafted, etc.***

***If you have any concerns about being able to provide samples from your past roles, please do not hesitate to reach out to discuss an alternative solution.***