



## Staff & Volunteer Manager

*This position description is intended to describe the general nature and level of work being performed by people in this category. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of people in these positions.*

<b>Work Team:</b>	Human Resources
<b>Reports To:</b>	Executive Directors
<b>Position Classification:</b>	Employee
<b>Length of Service:</b>	2+ year commitment

### POSTION SUMMARY

The Staff & Volunteer Manager oversees all aspects of employee/volunteer relations, including compensation and benefit plan administration, performance and appraisal management, training and development, and legal compliance pertaining to staff management. The Staff & Volunteer Manager works closely with leadership to provide advice, counsel and provide recommendations related to staff management. various human resource functions and provides Holden Village with a strong staff to carry out its mission while ensuring that staff policies and procedures are compliant with current employment laws. This position provides leadership to all stakeholders in the areas of recruiting/staffing, training & development, pay & benefits, employee/volunteer relations, HR technology, workforce planning and talent management. Implements the Volunteer Program to support and develop short-term, seasonal, and long-term volunteers. Ensures legal compliance in all areas of employment law including the classification of employees and volunteers.

**MAJOR FUNCTIONS** (principal duties and responsibilities; such as categories supported, staff size, volume managed, etc)

*Specific responsibilities include but are not limited to the following:*

- Supervise the Staffing Leads.
- Identify, research and implement human resources solutions to achieve Holden's mission, vision, values and objectives, including Justice: Equity Diversity and Inclusion.
- Provide human resources advice and counsel to Village leaders and volunteers.

- Implement and administer Holden Village personnel policies and procedures to mitigate employment risk management.
- Ensure legal compliance with federal, state and local laws by understanding existing and new legislation; informing leadership and maintaining detailed records and staff files.
- Collaborate with the Business Manager in providing advice and designing and negotiating wages/stipends and benefits coverages.
- Develop trusted vendor partnerships with Vigilant and Hub, International.
- Support the Staffing Leads, in their basic functions:
  - Prepare promotions for vacant staff positions.
  - Ensure job descriptions are current.
  - Process applications and interview potential staff.
  - Create the agenda and facilitate staffing committee meetings.
  - Conduct reference checks.
  - Invite/hire successful candidates and inform unsuccessful applicants.
  - Conduct exit interviews.
  - enroll staff in benefit plans,
  - answer benefits and policy questions and
  - provide administrative linkage to payroll processing.
- Work with Village leaders to prepare long-range people plans and identify human resource needs.
- Nurture a positive working environment.
  - Appropriately intervene in conflicts, and conduct lawful investigations.
  - Coach Managers in resolving guest/staff related concerns and performance issues.
  - Carry out the mission and core values of Holden Village.
  - Provide basic counseling to staff who experience performance related obstacles.
- Counsel leaders in applying fair disciplinary actions.
- Identify training and development needs and deliver staff training sessions.
- Ensure that staff are appropriately onboarded and oriented.

**KNOWLEDGE AND SKILLS REQUIREMENTS** (position specifications; such as knowledge/education, skills, problem solving/decision making, risk/bottom line results, management responsibility – people and functions)

*Specific knowledge and skills include but are not limited to the following:*

- Ability to relate to persons of all ages, gender, sexual orientation, ethnic, and religious backgrounds.
- Minimum five years' experience as an HR generalist with progressive experience.
- Supervisory experience.
- Experience implementing a volunteer program
- PHR or SPHR certified preferred.
- Bachelors' or equivalent experience, masters preferred.
- Excellent people leadership skills.

- Strong organizational problem-solving skills.
- Ability to develop healthy relationships with all stakeholders.
- Excellent active listening, written and oral communication and presentation skills.
- Maturity and ability to handle confidential information professionally.

#### **COMMUNITY EXPECTATIONS** (particular knowledge/skills related to client and/or agency needs)

- Enthusiasm for and ability to work in a remote wilderness setting.
- Willingness to participate in a mutual review after 6-months and 1-year on staff.
- Pledges to work in ways that support and fulfill Holden Village's [Mission, Vision, and Values](#) and commits to the terms of the [Community of Practice Agreement](#).
- Abides by Holden Village's [Community Health Protocols and Practices](#).
- Extends genuine hospitality to all villagers.
- Upholds and works to further Holden Village values of diversity, equality, respect, sustainability, and spirituality as articulated in the [Strategic Plan](#).
- Be a community leader and role model by serving the village in roles such as First Response Team, Fire Brigade, Worship, and other program events and activities.
- Help new staff and volunteers integrate into the community.

#### **COMPENSATION & BENEFITS**

*As an Employee, you are eligible for the following compensation and benefits:*

- \$25,000/year – \$31,500/year salary (based on experience)
- Food (three meals/day)
- Housing & utilities
- Free parking at Fields Point
- Health insurance (medical, dental and vision)
- Basic life insurance
- Life Flight membership (emergency helicopter transportation based on medical need)
- Simple IRA account
- 42 "out" days per year
- 14 one-way boat tickets per year
- 21 friends & family days and 21 half-price friends & family days per year
- Access to amazing hiking opportunities, community events, teaching sessions, art studios and other educational opportunities!