

## **Director of Human Resources**

**Position Summary:** The Director of Human Resources (HR) at Quincy Mutual Group will provide leadership and coaching to support company leaders in achieving corporate objectives and business goals. Reporting to the Vice President of Human Resources, this position is responsible for key HR functions across Quincy Mutual and subsidiary companies including employee total rewards, talent development / performance management, talent acquisition, and HR operations / compliance. The successful candidate will be integral to fostering a positive workplace environment in line with our mission of providing a gratifying and rewarding workplace.

### **Principal Accountabilities:**

#### **Planning and Delivery:**

- Drive the achievement of strategic goals by setting and maintaining high performance standards for self and staff.
- Partner with HR Manager and VP to enhance efficiency and management of monthly, quarterly, and annual deliverables for payroll, benefits programs, audits, and reporting including identifying opportunities to better use technology.
- Partner with HR Manager to oversee daily administration of the company's Defined Benefits Retirement Plan and Defined Contribution (401(k)) plans including partnering with outside vendors, ensuring compliance with ERISA/IRS., and facilitating employee communications/training.
- Direct ongoing talent acquisition activities, promoting efficiency and candidate experience.
- Organize tasks and work responsibilities for team to achieve objectives and meet deadlines, effectively balancing operational deliverables with strategic projects and team development.

#### **Business Insight and Analytics:**

- Assess market competitiveness of compensation and benefits programs, making recommendations for adjustments and implementing changes.
- Oversee staff compensation processes, ensuring compliance with relevant tax and legal requirements.
- Identify opportunities to enhance talent development programs or establish new programs to improve employee core competencies and build succession talent pipelines.
- Evaluate and manage vendor contracts for recruiting, welfare benefit plans, and talent development programs.
- Understand and be accountable for current department metrics / KPIs used to measure performance. Recommend / develop additional KPIs.

- Understand and effectively consider the department / company data elements critical to managing workflow in role.
- Make strategic decisions that drive business results and adapt to changing business needs.

#### **Communication and Relationship Building:**

- Communicate company policies, procedures, and programs to employees and management effectively flexing style and communication channel based on audience.
- Oversee weekly corporate communication to employees, identifying opportunities to promote engagement and knowledge sharing.
- Partner with department leaders to build and maintain recruitment and staffing plans to attract top talent, promoting the company's Employee Value Proposition.
- Understand the voice of internal customers/stakeholders and proactively share information to drive better outcomes.
- Provide coaching to leaders and employees to resolve performance management situations.
- Demonstrate emotional intelligence and deliver difficult messages with empathy and professionalism.
- Establish and maintain strong relationships with stakeholders and promote effective communication at all levels.

#### **Leadership:**

- Provide strategic and operational guidance on HR programs.
- Promote and support diversity of thought at a team level and in interactions across the organization.
- Promote a culture of continuous improvement and learning within the HR team providing regular coaching and feedback.

#### **Job Requirements:**

##### **Experience:**

- 10+ years of HR experience including at least 3 years in senior a role, managing a team.
- Broad HR experience in total rewards, talent acquisition, talent development, payroll and HRIS.
- Strong operational track record in managing HR programs and strategic planning.

##### **Education:**

- BS/BA in Human Resources, Business Administration, or a related field.
- Master of Business Administration or Human Resources and SPHR a plus.

**Skills:**

- Strong knowledge of payroll/ HRIS, compensation programs, and IRS regulations. And federal and state employment laws (MA and ME).
- Excellent verbal, written and presentation skills.
- Strong analytical reasoning and creativity.
- Experience with MS Office including creating presentations and spreadsheets.
- Strategic thinking with strong business, analytical, and communication skills.

**Values:**

- Ethical behavior and integrity in all situations.
- Commitment to maintaining a positive workplace environment.
- Approach work with enthusiasm and determination, demonstrating resilience and persevering through challenges.