

Position Title: Human Resources Manager

Job Summary: WTLS provides free civil legal help to low-income West Tennesseans seeking access to basic rights of shelter, financial security, and freedom from abuse. WTLS works with community organizations and client groups to educate communities about civil legal issues and access to justice. Candidates should have a strong commitment to access to equal justice for West Tennesseans who cannot afford to hire an attorney.

The Human Resource Manager oversees all aspects of human resources practices and processes. This position is integral to fostering a supportive workplace and ensuring our team has the resources and environment they need to provide exceptional legal services. The Human Resource Manager handles recruitment, performance management, training and development, benefits administration, compliance with labor laws and regulations, and assistance in developing and updating policies.

Duties/Responsibilities:

The essential functions of this position include, but are not limited to, the following tasks:

Human Resources

- Implements and oversees WTLS human resources, including compensation, benefits, leave, disciplinary matters, disputes and investigations, performance and talent management, productivity, recognition, morale, and training and professional development.
- Plans, implements, and evaluates human resources policies and practices
- Prepares, updates, and maintains job requirements and job descriptions for all positions, ensuring compliance with local, state, and federal regulations
- Compiles, maintains, and manages employee and volunteer/intern records, including internal documentation and documentation required by external agencies
- Leads annual analysis of health insurance options and works with benefit vendors to coordinate staff registration and renewals
- Administers employee benefits programs, including health insurance, retirement plans, and COBRA
- Works with the Executive Leadership Team to assess and maintain staff compensation system
- Prepares and maintains government reporting documents
- Oversees worker's compensation claims
- Implements and manages recruiting, hiring, onboarding, retention, and offboarding
- Prepares, updates, maintains, and manages HR templates, including hiring, disciplinary, and performance documents
- Guides and assists with employee performance management and disciplinary actions
- Investigates and gathers all relevant information to assess HR matters and presents a full scope assessment with recommendations to leadership
- Mediates and assists with employee conflicts and grievances with neutrality, empathy, and fairness

- Plays critical leadership role in fostering a positive workplace culture that promotes collaboration, respect, and engagement
- Collaborates with Executive Leadership Team to develop, maintain, and manage all organizational HR functions
- Prepares and recommends HR policies and procedures regarding safety of the workforce, recruiting and hiring high-performing employees, labor, and other HR issues and collaborates with Executive Leadership Team to implement HR policies and procedures
- Prepares, organizes, and leads regular HR-related staff and management training to increase knowledge of HR, personnel, and management issues
- Prepares and maintains organizational staffing chart and contact lists
- Maintains mandatory workplace postings
- Prepares and serves as custodian for federal I-9 filings
- Serves as Title VI Coordinator
- Provides guidance and support to managers on performance management issues
- Ensures WTLS compliance with federal, state, and local labor laws and regulations
- Evaluates organizational effectiveness and provides HR insights and recommendations to Executive Leadership Team
- Maintains HR and Personnel SharePoint sites
- Stays apprised of changes in law and practices related to HR

General WTLS Duties:

- Accurately records timekeeping entries in real-time, ensuring detailed and precise documentation of work hours, project time allocation, and task completion for reporting and payroll purposes
- Establishes and maintains a professional working relationship with staff by facilitating effective communication, promoting teamwork, and providing support to ensure a collaborative and productive work environment
- Participates in staff meetings, board meetings, and other meetings, as requested
- Serves on internal committees, work groups, and other groups to promote and improve organizational operations
- Complies with program policies and regulations of the Legal Services Corporation and other funders and relevant portions of the Legal Services Corporation's Performance Criteria and the American Bar Association's Standards for the Provision of Civil Legal Aid
- Complies with all applicable organizational, professional, and legal requirements for confidentiality
- Performs other duties as may reasonably be requested

Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the qualifications, knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions of the job.

- **An Associate's degree plus 10 years of human resources experience; or a Bachelor's degree plus more than 7 years of human resources experience**
- **Current HR certification (i.e. aPHR, SHRM-CP, or higher) or able to obtain certification within 1 year of employment**
- **Knowledge of HR systems and databases and able to leverage technology to streamline operations**
- **Able to research and find the answer to HR issues as they arise**
- Intermediate to expert proficiency in Microsoft Office, especially Word, Excel, and PowerPoint, and experience with Microsoft SharePoint preferred
- **Excellent organizational skills, attention to detail, and ability to accurately prepare and complete checklists**
- **Can see a task through from development to implementation**
- **Outstanding oral and written communication skills**
- **Reliable personal transportation and willingness to travel statewide occasionally and to WTLS' other offices**
- **Must maintain insurability under WTLS' group auto policy**

Success Factors:

- Demonstrate a commitment to the principle of equal justice and advocacy for low-income people by actively participating in initiatives and projects that promote access to legal services for low-income individuals, advocating for their rights, and ensuring their voices are heard and respected in all professional activities
- Treat clients, staff, management, and the public with dignity and respect
- Appreciate the experiences and needs of people of diverse economic, social, and cultural backgrounds
- Demonstrate a personal sense of integrity and work ethic
- Take ownership of projects and produce solid work products
- Work as a member of a team with willingness to help others and share knowledge, information, contacts, and experience
- Address issues in a timely manner
- Use a high level of professionalism, diplomacy, and sound judgment
- Handle and prioritize multiple, competing demands

Working Conditions:

- Work during office hours between 8:30 a.m. and 5 p.m., Monday through Friday. A minimum 30-minute break must be taken when at least 6 hours are worked. Work hours must be accurate and contemporaneously recorded. A flextime of work hours may be used, if approved. Work after hours or on weekends may be required occasionally.
- Work is performed primarily in an office setting.
- Pursuant to the current telecommuting agreement, may work up to 2 days per week remotely after completion of 90-day probationary period.
- Prolonged periods of sitting at a desk and working on a computer.
- Often communicating with people using the phone, email, via video call, or in person.
- Occasionally lift up to 15 pounds.

- Travel within the WTLS service area. A valid driver's license is required.

Compensation & Benefits:

- **Compensation:** Starting salary: \$75,600 DOE. This position is a full-time position, and compensation is made according to the WTLS Salary Scale that became effective on April 28, 2025.
- **Benefits:** Full-time benefits include the ability to participate in WTLS' health insurance plan, dental plan, vision plan, LTD, Life Insurance, 401k retirement plan, paid Annual Leave (based on years of employment), paid Sick Leave (12 days per year), paid Holidays (12), and paid week off between Christmas and New Year.

WTLS provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetic information.

How to Apply: Apply at <https://wkf.ms/4h9bfBw>

Applications will be accepted, and interviews scheduled on a rolling basis until the position is filled. Applicants are encouraged to apply as soon as possible. **No inquiries accepted.** Only applicants scheduled for interviews will be notified.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required by the employee.