



Travel Information Council Human Resources Manager (Half-Time/.5 FTE)

OPENING DATE: 03/22/2022

FIRST REVIEW DATE: 03/29/2022 May be extended to allow for increased pool of qualified applicants.

SALARY: \$31.53 – \$49.19 per hour

Note: If successful candidate is PERS qualifying, salary range will reflect additional 6.95%.

JOB TYPE: Permanent

LOCATION: TIC's office in Salem, Oregon. In-office position, not suitable for remote work.

AGENCY: Travel Information Council; a semi-independent state agency with approximately 63 FTE. Its mission is to create a great visitor experience by providing direction to destinations, connecting travelers with Oregon's resources, and ensuring safe and convenient travel. Visit our agency website at www.oregontic.com.

DUTIES & RESPONSIBILITIES:

General:

- Work closely with Executive Director and program managers to assess, identify, and recommend changes in agency systems, policies, and procedures to address new or revised regulations. Advise on potential budgetary and programmatic impact of HR management issues. Draft for review policies based on recommendations.
- Develop new and revise human resource systems, methods, and processes to improve internal operations and service delivery.
- Develop recruitment strategies to achieve organizational goals. Conduct recruitments for position openings for semi-independent agency not subject to ORS Chapter 240 requirements. Use Department of Administrative Services (DAS) and outside resources as appropriate, ensuring requirements of all applicable laws and rules are met.
- Participate as member of interview panels and/or assist managers with interview questions and process.
- Refine and use selection instruments, grading criteria, or assessment instruments. Score and evaluate job applications.
- Participate in selection process, perform pay equity analysis for new hire salary placement, prepare offer letters, and coordinate receipt of required new hire paperwork.
- Work with supervisors/employees to settle complaints or appeals. Gather facts, analyze issues, and research practices, policies, and rules to recommend agency action.

- Investigate claims of discrimination or inappropriate work behavior to recommend action.
- Draft formal letters of disciplinary action such as reduction in pay or letters of reprimand or dismissal.
- Coordinate responses to Bureau of Labor and Industries (BOLI) and employment-related tort claim notices.
- Coordinate employees' return to work after medical or administrative leave.
- Maintain employee-related databases, personnel, and medical files. Oversee the retention of and purging of manual and electronic records according to retention schedules.
- Provide instruction to new and current employees on benefit/payroll matters, policies, and procedures.
- Analyze requests for compliance with public records and disclosure regulations.
- Monitor human resource actions and settlement agreements to meet documentation requirements.
- Monitor intermittent/temporary appointments for compliance with policy and procedures.
- Compile information for the Affirmative Action Plan; monitor the plan and report results.
- Oversee and ensure compliance with Oregon and federal Family and Medical Leave acts (OFLA and FMLA), and agency leave policies.
- Respond to unemployment notices and verifications of employment.
- File and monitor workers' compensation claims.
- Consult with DAS and legal counsel on personnel-related matters as needed.
- Update employee handbook as needed. Provide updates to employees on policy changes, new programs, etc. Answer questions regarding leave and other benefits.
- Track employee compliance with required trainings.

Payroll Support:

- Prepare and submit personnel action forms for new hires, terminations, and other actions affecting payroll.
- Work closely with Finance Administrator and Payroll Specialist to ensure payroll is processed in compliance with agency policy and applicable laws and regulations.
- Coordinate with Payroll Specialist on processing of final pay for terminating employees.
- Monitor fill-in employee hours worked and notify payroll of pay increases earned.

Job Analysis, Classification and Compensation:

- Work with supervisors and senior management to analyze and develop job specifications and new or revised position descriptions.
- Conduct pay equity analyses and recommend adjustments.
- Coordinate annual performance evaluation process and the calculation and distribution of merit increases.

Screening Criteria

Education and Experience:

- A bachelor's degree in Human Resource Management, Organizational Behavior or Development, Business or Public Administration, or a job-related course of study; **AND 3 years' Human Resource professional-level experience related to the position. OR**
- Valid Certification as a Professional in Human Resources (PHR or SHRM-CP or higher, or other equivalent certification) **and** four years Human Resource professional-level experience related to the position. **OR**
- Six years Human Resource experience related to the position. Four of the six years must have been at the professional level.

Note: A master's degree in any of the above listed courses of study may substitute for one year of professional-level experience. **OR**

- Any satisfactory equivalent combination of education and experience which ensures the ability to perform the essential functions of the position.

Additional Requirements: The individual in this position must perform position duties in a manner which promotes service to others and harmonious working relationships, including treatment of all persons courteously and respectfully; actively engage in and promote a positive work environment; develop good working relationships with agency personnel and with appropriate external partners; identify and resolve problems in a constructive manner; demonstrate openness of constructive feedback and suggestions focused on results. Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.

Knowledge of: General office procedures, agency specific policies, applicable state and federal rules, regulations, and policies governing human resources; HR principles including job analysis, classification, compensation, recruitment, and selection; Microsoft Office Suite especially Word, Outlook and Excel; business and organizational development; performance evaluation and merit pay systems; performance management, and pay equity analysis.

Skills: Excellent verbal and written communication; very strong analytical and problem-solving skills; customer service; time management; facilitation and mediation skills, and proficient computer skills.

Ability to: Meet the physical demands of the position; prioritize projects and meet deadlines; use initiative and flexibility in providing customer service and resolving issues; communicate effectively orally and in narrative form; pay close attention to detail, accuracy, and thoroughness; maintain confidentiality; prepare and utilize spreadsheets for tracking data and compliance; comprehend, incorporate, and communicate new and revised rules, regulations, and policies to diverse staff; plan, schedule, and carry out processes such as recruitment and selection; pass a criminal background check; and read, speak, write, and understand English.

Physical Demands of Position:

Manual dexterity and coordination are required for over half of the daily work period (about 80%) which is spent sitting while operating office equipment such as computers, keyboards, 10-key, and telephones. Occasionally lifts up to 20 pounds.

Working Conditions:

Flexibility of work hours as approved by the supervisor. Work is in an office environment with most tasks involving sitting at a desk and working on a computer. Extensive use of computer, telephone, copy/fax/scan machines. Subject to fluctuating workloads and priorities in dealing with highly complex and sensitive employment issues. Occasional contact with angry or confused employees. Rare possibility of overnight travel.

HOW TO APPLY:

Please submit a resume and cover letter as described below to hr.tic@tic.oregon.gov : Do not attach supplemental information unless required.

Resume – Detailing relevant work experience to clearly show how you meet the qualifications for this position as outlined in this announcement.

Cover letter – No more than three (3) pages describing your interest in this position and how your background and skills make you an excellent candidate.

Veterans' Preference: Eligible veterans who meet the qualifications will be given veterans' preference. To receive preference, you **MUST** attach appropriate documentation as outlined by the Department of Administrative Services at the following website <https://www.oregon.gov/jobs/Pages/Veterans.aspx> or you may call the Oregon Department of Veterans' Affairs at 1-800-692-9666.

Criminal Records Check: Employment is contingent on the outcome of a criminal records check which could result in the withdrawal of the offer or termination of employment.

TIC employees are employed "at will," which means that your TIC employment may be terminated by the employee or TIC, at any time for any lawful reason, with or without cause, and with or without advance notice.

Core Benefits:

Medical, vision and dental insurance

- Comprehensive medical, dental and vision plans for the employee and qualified family members
- \$10,000 in employee basic life insurance

Retirement benefits

- Membership in the Public Employees Retirement System (PERS)/Oregon Public Service Retirement Plan (OPSRP)

Paid leaves and other benefits:

- Sick leave earned at the rate of 8 hours per a month with no maximum accumulation
- Vacation leave earned at a minimum rate of 10 hours per month with accrual rate increases at 5-year increments
- 24 hours personal leave earned each full fiscal year
- Eleven paid holidays a year
- Employee Assistance Program offering work-life counseling, along with homeowner, legal and family resources.

Optional benefits:

- Term life (employee, spouse or domestic partner, and dependents)
- Long-term and short-term disability
- Accidental Death and Dismemberment
- Long-term care (self and eligible family members)
- Flexible spending accounts
- Option to enroll in the Oregon Savings Growth Plan, a deferred compensation program offering a wide variety of investment options.

Questions/Need Help?

If you have questions about the recruitment and selection process contact Dee Hart, HR Manager, at dee.hart@tic.oregon.gov or call (503) 373-1042.

**Oregon Travel Information Council is an Equal Opportunity, Affirmative Action Employer
Committed to Workforce Diversity**