



# AMERICA'S CAR MUSEUM

Now Seeking Candidates for the Following:

## HUMAN RESOURCES MANAGER

AMERICA'S CAR MUSEUM is an Equal Opportunity Employer

America's Car Museum is seeking an enthusiastic and engaging HR professional with solid interpersonal skills to join our team in leading, guiding, and administering all human resources functions for the organization. Enjoy working as part of a talented and dynamic team in a beautiful and stunning environment – voted Best Museum In Western Washington by KING5's Best Of Western Washington Awards for the years 2014, 2015 & 2017 and named one of USA Today's 10 Best Museums and one of the 10 Best Family-Friendly Museums, in the Seattle vicinity by a Seattle local expert – ACM is an international destination for families and auto enthusiasts to celebrate America's love affair with the automobile and how it shaped our society. The stunning, four-level, 165,000-sq.-ft. Tacoma, Wash., facility features 12 rotating exhibits, private event space, five annual Signature Events, and serves as an educational center, hosting students of all ages. If you love working with people, are detail oriented, possess excellent interpersonal skills, and meet qualifications of this position, we would love to consider you and encourage you to apply.

**OPEN UNTIL FILLED – APPLICATION PROCESS:** See bottom of ad

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<b>REFERENCE JOB:</b>	<u>W-5800</u>	<b>LOCATION:</b>	<u>Tacoma Washington</u>
<b>EMPLOYMENT TYPE:</b>	<u>Regular Employment</u>	<b>DIVISION:</b>	<u>Operations</u>
<b>FTE STATUS:</b>	<u>Full-Time (40+ hours/week)</u>	<b>DEPARTMENT:</b>	<u>Human Resources</u>
<b>FLSA CLASS:</b>	<u>Exempt</u>	<b>DRIVING CLASS:</b>	<u>Required</u>
<b>REPORTS TO:</b>	<u>President &amp; COO of ACM</u>	<b>BENEFITS:</b>	<u>Eligible</u>

**COMPENSATION:** Market Competitive & Based on Education & Experience with Benefits: Medical, Dental, Vision, Life, 403b7, Supplemental Insurance, Paid Vacation, Paid Sick, & Paid Holidays

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## GENERAL SUMMARY

The Human Resources Manager originates, guides, and oversees all provision of Human Resources services, policies, and programs for the organization and serves as a strategic business partner to all departments within the Museum, America's Automotive Trust, and the RPM Foundation. The Manager establishes objectives, policies, practices, processes, and programs that will provide an employee-oriented, high performance culture that emphasizes empowerment, quality, productivity, professional standards, goal attainment, and the recruitment and ongoing development of a superior employee and volunteer workforce.

The Human Resources Manager reports directly to the President & Chief Operating Officer and serves as an advisor to employees, supervisors, and the Executive Team to facilitate healthy employee relations, and legal and ethical employment policies, practices, and programs that promote a positive and safe work environment. Responsibilities include, but are not limited to: strategic HR initiative development, staff recruitment, staff selection advising, volunteer management oversight, performance management, compensation design and administration, policy development, FLSA classification, employment law compliance, management advising, benefits administration, leave management, supervisor and employee training, employee relations, complaint investigations, unemployment and L&I claims management, budgeting, reporting, and other organizational service needs relating to HR.

The incumbent to this position works within generally accepted Human Resources principles and methodology and exercises considerable independent judgment to select proper courses of action and execute job responsibilities. The work requires a solid understanding of employment laws and regulations, benefits administration, compensation and evaluation design and administration, recognition and engagement programs, performance management, and supervisory techniques.

This job description has been designed to indicate the general nature and level of work performed by jobholders within this role. It is not designed to contain or to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job. Duties, responsibilities, and activities may change at any time with or without notice. To perform the job successfully, an employee must perform each essential function satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

### **PRIMARY OBJECTIVES:**

1. Provide strategic Human Resources leadership to the Museum and participate in the strategic planning process, departmentally and corporately, to integrate HR initiatives to affect positive organizational change and development related to personnel and employment policy, practice, programs, and culture;
2. Develop, implement, and maintain employment policies, procedures, and practices that mutually safeguard the interests of employees and the Museum and that ensure compliance with federal, state, and local laws and regulations;
3. Oversee the development and implementation of a vibrant volunteer program to meet the Museum's volunteer staffing needs and to value and honor the services rendered by the volunteer workforce;
4. Develop and administer Human Resources plans, procedures, and programs to promote an employee-oriented company culture that emphasizes collaboration, teamwork, mutual respect, empowerment, high performance, continuous quality improvement, employee retention, employee development, professional standards, and goal attainment;
5. Provide trainings and serve as an advisor to employees, supervisors, management, and the Executive Team to ensure accountability, equity, and legal compliance in all employment and personnel matters;
6. Develop and manage a comprehensive compensation and benefits program that is equitably implemented and externally competitive so as to attract, reward, and retain a talented workforce;
7. Establish recruitment, selection, and onboarding processes to secure, enculturate, and retain a talented employee workforce, and identify and monitor the organization's culture to ensure that it supports the attainment of the Organization's goals and promotes employee satisfaction.

### **MAJOR RESPONSIBILITIES**

1. Overseeing and executing all HR functions including: recruitment, hiring, compensation, recognition, benefits administration, employment law, employee and volunteer relations, performance management, training, and legal compliance;
2. Providing strategic leadership and oversight in all Human Resources functions and advising leadership regarding best-practices and legal compliance concerning personnel and employment matters;
3. Providing supervision to the Human Resources Volunteer Coordinator and overseeing the development and implementation of the HR Department's employee and volunteer programs, services, strategic plan, and budget;
4. Developing and implementing programs, policies and processes to enhance organizational effectiveness, employee development, and work culture;
5. Designing, implementing, and managing organization-wide processes and initiatives that address issues such as succession planning, superior workforce hiring and development, employee retention, positive culture, organizational leadership, and change management;
6. Developing, implementing, and overseeing the Museum's compensation system, including position descriptions, benchmarks, wage placements, tenure increases, evaluations, COLA's, and bonuses;

7. Researching, recommending, and administering the Museum's competitive benefits programs;
8. Safeguarding the interests and rights of employees, volunteers, and the Museum and facilitating healthy communications between staff and management, in accordance with policies and governing federal, state, and local laws and regulations and ensuring that mutual respect and the rights of all parties are observed.

## **QUALIFICATIONS:**

The incumbent for this position must be at least 21 years of age and possess a valid Driver License and a BA or BS in Business Administration, Organizational Development, Human Resources Management, or closely related field and a minimum of 2-years' experience in managing a Human Resources Department. A certification in Human Resources Management or a PHR, SPHR, or GPHR is preferred.

In addition to the above minimum requisites, the incumbent must possess:

1. The ability to pass an in-depth background investigation including criminal history, employment records, and personal references;
2. A solid understanding of federal, state, and local employment laws and regulations;
3. Knowledge of the principles and practices surrounding compensation design and administration, including benchmarking, wage scales & placements, bonus structures, FLSA exemptions, overtime requirements, and meals and rest periods;
4. Knowledge of the principles and techniques of employee development and training, including knowledge of the theories of learning and motivation;
5. Knowledge of employee relations, including grievance and appeals procedures, investigative processes, corrective measures, evaluation methods, and conflict resolution;
6. Experience administering retirement and benefits programs, including family and medical leaves;
7. Experience in selection and hiring processes, including: recruitment, interviewing, hiring, and onboarding;
8. Experience writing policies and procedures that meet organizational objectives and comply with federal, state, and local laws and regulations;
9. Experience in delivering employee development, engagement, and recognition programs;
10. Experience coaching employees and advising management;
11. The ability to critically analyze and resolve quantitative, logistical, and strategic problems and to supervise technical work involving reviews, and evaluations, program development, and program planning and implementation;
12. The skill and ability to work independently with general instruction and minimal supervision while maintaining a team oriented approach and attitude;
13. Intermediate to advanced skills in M.S. Word, Excel, PowerPoint, and Outlook;
14. An ability to thrive in a fast-paced, dynamic environment, with high expectations for professional outcomes;
15. A track record of providing high levels of customer service;
16. A proven ability to shift between processes and projects and prioritize competing tasks while meeting deadlines;
17. The interpersonal skills, sensitivity, and ability to professionally interact with a diverse range of people of all ages, socio-economic groups, and personality types;
18. The ability to lift and carry 35 lbs. periodically;
19. Strong, effective written, verbal, and interpersonal communication skills with experience presenting trainings or business presentations;

20. Strong organizational and administrative skills;
21. A high degree of confidentiality and common sense;
22. To provide consistently high levels of customer service;
23. The ability to frequently sit, bend, kneel, twist, manipulate small objects with fingers, hold, grasp, work on computers for long periods, to read and interpret manuals, instructions, laws and regulations, and lift and carry up to 35 lbs. periodically.

### **PREFERRED QUALIFICATIONS:**

1. Certificate in Human Resources Management or SPHR, PHR, or GPHR;
2. Active affiliation with Human Resources networks and organizations and ongoing community involvement;

### **WORKING CONDITIONS:**

1. Exposure to a professional office environment – Regularly;
2. Exposure to a combination of shop, commercial retail, commercial food, and outside environments - Periodic;
3. Outside work is conducted in varying weather conditions - Seldom;
4. Exposure to general office equipment – Regularly;
5. Exposure to dust, gases and fumes – Minimal;
6. Long durations of sitting – Regular;
7. Exposure to computer and computer screens – Regular;

### **RESPONSIBILITIES:**

#### **Business Leadership & Strategy:**

1. Oversees the implementation of Human Resources programs, identifies opportunities for improvement, and resolves problems;
2. Oversees the development and implementation of the Human Resources Department's employment and volunteer goals, objectives, and strategic plan;
3. Advises management regarding personnel and human resources matters and provides coaching, development, and training to enhance leaderships' capabilities and accountability;
4. Communicates with the President & Chief Operations Officer regularly and relays information concerning significant trends, problems, and successes as related to personnel and human resources management;
5. Directs human resources related consultants, trainers, brokers, carriers, and other human resources related vendors;
6. Consults with legal counsel and advises Executive Team regarding complex personnel matters;
7. Participates in the organization's budgeting process, including wages and benefits projections and supplying budget data to assist other departments in assessing anticipated staffing expenses;
8. Oversees the development and administration of the Human Resources Department's (Employee & Volunteer) annual budget, including recognition events and Christmas party;
9. Maintains knowledge of industry trends and employment legislation, advocates for positive organizational change, and ensures necessary changes are made to maintain legal compliance in all areas of employment and personnel management;
10. Collaborates with leadership to create strategies that support talent management initiatives such as: succession planning, training, development, and retention programs;

11. Annually reviews, revises, and makes recommendations to Executive Management for improvement of personnel policies, procedures, and practices;
12. Communicates changes in personnel policy and procedures and ensures compliance;
13. Manages an ongoing process of organizational planning that evaluates the structure, job design, and personnel forecasting throughout the Organization and makes recommendations to executive management.

#### **Organizational & Employee Development:**

1. Partners with supervisors and the Executive Team to create and implement programs that develop and engage employees;
2. Collaborates with leadership to ensure effective succession planning and to develop programs and policies to enhance employee retention;
3. Works with Executive Management, managers, and employees to facilitate positive change management in line with organizational goals and objectives;
4. Establishes and supports training programs that address personnel and management training needs;
5. Assists with the development of the corporate training budget;
6. Oversees the development and implementation (in collaboration with Department Heads) of onboarding training and targeted trainings designed to enhance the skillset and tools of staff and to facilitate organizational objectives;
7. Leads the development and implementation of the performance management system that includes position descriptions, compensation structure, evaluation tool methodology, corrective measures, training, and development;
8. Oversees and facilitates the completion of all employee evaluations, including supervisor training, answering questions, and providing feedback to ensure evaluations are completed in a consistent, timely, and meaningful manner;
9. Oversees the consistent implementation of the employee evaluation tool and its relation to employee development;
10. Oversees the development and maintenance of the Human Resources sections of the website and the employee newsletter;
11. Apprises the COO and the executive team of significant problems that jeopardize the achievement of organizational goals and those that are not being addressed adequately at the line management level;
12. Facilitates employee communication and feedback through avenues such as staff meetings, suggestion programs, satisfaction surveys, newsletters, focus groups, and one-on-one meetings;
13. Develops and oversees ad hoc or standing committees, as needed, to compliment and promote positive workplace culture, communications, and staff development;
14. Oversees the development, revision, and implementation of all position descriptions, ensuring all legal requirements are met and that positions are properly classified and adequately defined.

#### **Staffing & Volunteer Management:**

1. Establishes and leads the recruiting, hiring, and employment practices and procedures necessary to recruit, hire, and maintain a superior workforce;
2. Oversees the strategic development, implementation, coordination, and legal compliance of the Volunteer Program, including: volunteer recruitment, selection, retention, corrective action, and recognition;

3. Creates recruiting and retention strategies consistent with ACM's growth and sustainability goals and develops internal and external pipelines for key positions;
4. Collaborates with supervisors to develop standardized position descriptions for all positions within the Museum and ensures that all position descriptions are adequately defined to facilitate best-fit finalist selection and compliance with FLSA, OSHA, and non-discriminatory laws and regulations;
5. Creates and posts recruitment advertisements using a variety of sources to ensure a broad pool from which to draw applicants;
6. Establishes relationships with Staffing Agencies to enable the filling of contingent staffing needs;
7. Trains hiring supervisors and panelists regarding interviewing guidelines and philosophy, and oversees that the selection process is implemented consistently and in a manner that is legally compliant;
8. Collaborates with hiring supervisors to develop legally compliant interview questions that facilitate best-candidate selection;
9. Participates in interviews, as part of the selection team, to fill all management positions and to assist hiring supervisors in filling other positions as needed;
10. Oversees the completion of all background checks, in alignment with legal parameters and established policy;
11. Oversees the completion of all hiring paperwork and onboarding processes;
12. Audits recruitment processes to ensure legal compliance and consistent application of established standards and best practices;
13. Maintains digital masters of all interview questions and position descriptions, and resources copies to hiring supervisors and employees as needed;
14. Monitors and oversees the utilization of individual independent contractors, assists supervisors in creating contracts, and ensures legal compliance under the Department of Labor and FLSA;
15. Supervises and encourages the ongoing development of the Human Resources Volunteer Coordinator;
16. Establishes staffing retention goals and monitors retention rates to analyze potential causes of turnover, and advocate for positive organizational change to meet staff satisfaction and retention goals;
17. Oversees the employee selection process and advises hiring supervisors regarding potential areas of concerns or background issues;
18. Trains, advises, assists, and oversees supervisors' implementation of corrective action measures, evaluations, and terminations.

### **Employee Relations:**

1. Formulates, recommends, and monitors personnel and employment policies, practices, and objectives and ensures equitable implementation and legal compliance;
2. Advocates to management on behalf of employees' needs and expectations, and ensures the rights of employees are respected;
3. Advocates to employees on behalf of managements' needs and expectations, and ensures that the rights of the employer are respected;
4. Partners with management to ensure personnel, employment, and safety policies, procedures, programs, and laws are clearly communicated to employees;
5. Conducts periodic surveys to measure employee satisfaction and employee engagement;
6. Determines and recommends employee relations practices necessary to maintain a positive employer-employee relationship and promote a high level of employee morale and motivation;

7. Collaborates with supervisors to develop and implement strategies focused on positive staff morale development;
8. Coaches and trains managers in their communication, feedback, recognition, and interaction responsibilities with the employees who report to them;
9. Conducts or oversees investigations involving suspected harassment, discrimination, retaliation, and employee complaints or issues;
10. Mediates and conciliates employee disputes;
11. Monitors and advises supervisors regarding application of the corrective action process and ensures that corrective measures are implemented in line with policies, practice, and legal parameters;
12. Reviews, guides, and advises management concerning all hiring and termination decisions and ensures all issues of concern are addressed and federal, state, and local laws are observed;
13. Reviews employee appeals through the formal complaint procedure;
14. Advises and assists supervisors in resolving personnel matters;
15. Coordinates the annual employee recognition event and oversees the coordination of the annual volunteer recognition event.

**Compensation:**

1. Works with Executive Leadership to establish and maintain the Museum's compensation program, including wage, raise, COLA and bonus structure;
2. Creates and maintains policies and processes to support the comprehensive compensation system;
3. Conducts market research to establish and maintain compensation benchmarks that are competitive with the external market and in line with corporate objectives;
4. Administers all Wage Placements to assess starting pay for new hires and promoting employees;
5. Ensures equitable implementation of all compensation practices and monitors practices and systems for effectiveness, inefficiencies, and cost containment;
6. Evaluates job classifications and works with management and finance to ensure employees are classified and compensated in harmony with the Fair Labor Standards Act and state and local wage and hour law;
7. Participates in at least one salary survey per year;
8. Monitors best practices in compensation and benefits and recommends changes in alignment with the Museum's desire to attract and retain a high performing, talented workforce;
9. Oversees the creation and updating of position descriptions, in collaboration with supervisors, and ensures consistency in position description structure and proper FLSA classifications;
10. Annually assesses and recommends the need for a COLA based on the Bureau of Labor Statistics' CPI W – Western;
11. Conducts and administers all approved changes in compensation, including creating the Personnel Action Forms, securing all signatures for approval, and submitting to Finance for payroll processing;
12. Educates employees, supervisors, and executive staff regarding ACM's compensation system's design, function, and administration;
13. Assists supervisors and the Finance Department by reviewing payroll runs for errors and ensuring hours worked are in alignment with FTE benefit classifications and FLSA requirements;

### **Benefits Administration:**

1. Works with brokers to negotiate competitive benefit options and cost saving measures for recommendation and approval to the President & Chief Operations Officer;
2. Recommends changes in benefits offered, especially new benefits aimed at employee satisfaction and retention;
3. Coordinates and facilitates the annual open enrollment meeting to educate and orient employees to available benefit options;
4. Administers the Medical, Dental, Vision, and Life Insurance plans, maintains related contracts, and processes and maintains enrollment and termination paperwork;
5. Assists employees with benefit issues throughout the year;
6. Works with the Finance Department to reconcile monthly benefit invoices;
7. Oversees COBRA processes for existing and terminating employees;
8. Administers the 403b and 457b retirement programs and ensures compliance with ERISA regulations and reporting requirements;
9. Oversees Workers Compensation Program, assisting employees in accessing workers compensation services, mitigating claims, and assisting employees in return-to-work programs;
10. Oversees unemployment claims management and works with managers to proactively mitigate unemployment claim risks;
11. Oversees and administers all leave benefits, including family and medical leave, in accordance with Museum policy and federal, state, and local laws and regulations;
12. Creates and updates all benefit policies.

### **Compliance & Safety:**

1. Leads the Organization and advises management regarding federal, state, and local employment laws and regulations compliance;
2. Oversees ethical and legal compliance for all employment and volunteer recruitment, selection, retention, corrective action, and termination activities;
3. Oversees the maintenance of all employee and volunteer personnel files and related documents, and maintains retention and destruction processes that are secure and legally compliant;
4. Ensures and oversees Human Resources active involvement in the Safety Committee;
5. Reviews all workers compensation claims and ensures all safety concerns are brought to the attention of the Safety Committee and that work environment safety issues are remedied in a timely manner;
6. Maintains the OSHA 300 log and reporting requirements and ensures that injured employees complete OSHA 301 reports;
7. Maintains all required employment and safety notices on dedicated bulletin boards;
8. Serves as the sole point of contact for all employment references concerning current and former employees;
9. Serves as the primary contact regarding employment law issues, employment law attorneys, and governing employment compliance agencies;
10. Directs the preparation of information requested, or required, for compliance with employment laws and museum policy and approves all information submitted externally or internally;
11. Serves to safeguard the interests and rights of employees, volunteers, and the Museum in accordance with the Organization's employment and personnel policies and governing federal, state, and local laws and regulations;



12. Writes and maintains employment and personnel policies in compliance with governing federal, state, and local laws and regulations, and reviews and updates the employee handbook and oversees its distribution to all employees;
13. Reviews all recommendations for corrective actions and terminations and advises management to ensure legal and policy compliance and equitable implementation.

### **Other**

1. Maintains a flexible schedule, able to work weekends and late nights as needed;
2. Participates in on-call responsibilities in emergency situations;
3. Assists in the retirement participation calculations for the annual 5500 and completes other reports as needed;
4. Uses MS Word and Excel to complete forms, reports, letters, etc.;
5. Uses MS Outlook for scheduling and e-mail communications;
6. Utilizes the HRIS and creates reports, HR metrics, and other statistical data as needed or requested;
7. Prepares monthly reports for supervisor and other reports as needed;
8. Participates in management meetings, staff meetings and attends other meetings and seminars as needed or directed;
9. Keeps COO informed regarding significant successes, concerns, or issues involving personnel, legal matters, employment environment, and safety;
10. Completes file and document retention management for all employment and personnel records;
11. Performs other duties as assigned.

### **APPLICATION PROCESS:**

1. Cover letter (*include specific job reference # W-5800*)
2. Resume
3. Salary History (*Must be incorporated into resume, email, or attachment*)
4. Professional references contact numbers (*minimum of three*)

Email all application materials to [HR@AmericasCarMuseum.org](mailto:HR@AmericasCarMuseum.org) or fax to 253-779-8499.