

TOWN OF MANCHESTER
JOB DESCRIPTION FORM

Date:			
Title:	Human Resources & Operations Administrator	Department:	Human Resources
Supervisor:	Town Manager	Employee:	

General Summary

Human Resources and Operations Administrator oversees HR services and operational support for the Town. It manages recruitment, benefits, employee relations, and ensures compliance with labor laws and workplace safety. The division also supports Town initiatives that promote Town services, community events, and strategic goals.

Knowledge, Skills and Abilities Required

- In-depth knowledge of human resources and employee benefits.
- Computer proficiency, including databases, word processing and spreadsheets.
- Ability to maintain confidentiality, when necessary, and knowledge of applicable federal and state law regulations.
- Five years professional experience within the fields of Human Resources and Operation Management.

Duties and Responsibilities**Human Resources Administration**

- Manage recruitment efforts for all Town departments, including seasonal staff, with Parks and Recreation and Public Works department heads.
- Maintain and execute onboarding processes for new hires and rehires, ensuring legal compliance and positive employee experience.
- Conduct initial employee setup, orientation, and job description preparation for new staff.
- Perform regular evaluations of job descriptions and update to reflect evolving responsibilities and requirements.
- Manage and track employee-leave benefits (compensatory, vacation, sick), ensuring compliance with FMLA and applicable policies.
- Administer employee benefits, including medical, dental, STD, LTD, Worker's Compensation, Unemployment Insurance, EAP, and retirement plans.
- Own and manage the annual benefits open enrollment process and ensure accurate communication and execution.
- Assist employees in resolving issues related to benefits, compensation, and workplace concerns with professionalism and discretion.
- Support employee retention and engagement initiatives through feedback collection, morale-boosting efforts, and communication.
- Conduct exit interviews and manage offboarding processes to gather feedback and ensure compliance.
- Coordinate and track Town-wide training programs, including new employee orientation, safety, and technical training.
- Partner with the Town Manager to prepare and administer annual performance evaluations for all Town staff.
- Assist Town Manager and department heads with employee relations and disciplinary processes, maintaining consistency and fairness.
- Assist the Town Manager and Police Chief with collective bargaining and union contract negotiations.
- Oversee the Town's Personnel Code and Union Contract compliance, including Sexual Harassment and Hiring policies.
- Monitor and ensure compliance with federal, state, and local employment laws, including HIPAA, Department of Labor regulations, and EEO requirements.
- Develop, revise, and communicate HR policies to ensure compliance with labor laws and evolving organizational needs.
- Maintain and secure employee records in compliance with legal retention standards and confidentiality requirements.

Compensation & Classification

- Manage the annual compensation increase process for Town staff.
- Conduct internal pay equity reviews and provide compensation analysis as needed.

Compliance & Workplace Safety

- Assist in the oversight and enforcement of VOSHA and OSHA compliance.
- Oversee the development, communication, and implementation of a Town-wide Safety Policy.
- Manage the FMCSA and Clearinghouse program to ensure compliance for employees with CDL licenses.
- Ensure HIPAA compliance in all applicable benefit and health-related processes.
- Monitor and enforce EEO standards across hiring and employment practices.

Technology & HR Systems

- Operate as desktop support for basic IT needs.
- Assist in the monitoring of maintenance and facility needs of the Town office.

Town Operations & Support

- Maintain strong, collaborative relationships with Police, Fire, Rescue, and Security departments.
- Support the Administrative Assistant and Finance Coordinator in office duties as needed.
- Attend and provide administrative support during bi-weekly Selectboard meetings, including taking minutes at the meeting and editing them for publication on the website and approval by the selectboard.
- Perform general office functions including filing, document preparation, answering phones, and spreadsheet management.

Communications & Community Engagement

- Maintain and update the Town website with current documents, announcements, and resources.
- Assist in executing Town communications via social media platforms.
- Coordinate, promote, and attend Town events such as StreetFest and the Concert on the Green series.

Working Conditions

- Duties may require occasional evening and weekend work.
- Position is Exempt per the Town’s Personnel Code and state and federal law.
- Employee must maintain confidentiality, when necessary, regarding employee benefits, disciplinary actions and other related matters.

Disclaimer

This job description is not intended to be an exhaustive list of any and all duties performed by the incumbent. Managers may use discretion when assigning duties to employees in order to ensure that the Department’s responsibilities and duties are fulfilled. This document shall not be construed as an employment contract or agreement. All Town employees are considered employees at-will.

Approvals

_____	_____
Department Head	Date
_____	_____
Town Manager	Date
_____	_____
Employee	Date

The Town of Manchester is an Equal Opportunity Employer. We are committed to creating an inclusive environment for all employees and applicants. Employment decisions are based on qualifications, merit, and Town needs.