



Diocese of Charlotte

Human Resources Operations Manager

Job Title: Human Resources Operations Manager

Reports To: Human Resources Director

Office: Human Resources

FLSA Status: Exempt

Supervisory Role: 2-3 employees

Full Time

Position Summary

The Human Resources Operations Manager will be responsible for the oversight of the operations and administrative functions of the HR department which includes but not limited to FMLA, Workers' Compensation, background checks, HRIS and others. In addition, will provide guidance on the administration of employee benefits and retirement. Will development and implement improvement plans to HR processes. May assist in developing Diocesan policy. Collaborates with other HR team members, payroll, and other departments in the diocese.

Essential Duties

- Manages a small team that supports HR Operations for the Diocese of Charlotte
- Supervises, supports, and guides team members
- Manages vendor relationships that supports the HR systems
- Provides leadership in coordinating the activities of the HR Department to ensure compliance with all applicable laws, policies, and regulations
- Works closely with Payroll and other HR staff in developing, implementing, and evaluating ongoing HR/Payroll programs, functions, and audits
- May provide oversight and guidance with benefits and retirement plans
- Identifies optimal solutions that meets the needs of the HR functions by recommending process improvements, system enhancements and alternatives based on specific needs.
- Provides leadership and direction for ADA accommodations, FMLA leave processes and administration.
- Reviews or modifies budgets

Qualifications

- 5+ years of work experience in Human Resources, with strong knowledge of multiple HR disciplines
- Bachelor's degree
- Deep knowledge and expertise on HR Operations, HR Administration and HR functional areas including benefits, retirement, employment law and policy
- Strong analytical skills with the ability to analyze and interpret quantitative and qualitative data to generate actionable insights to drive decisions
- Excellent communication skills – both written and verbal
- Experience managing a team
- Highly proficient in MS Office, especially Excel and Word. Experience in working in an HRIS system
- PHR/SPHR certified preferred