

Position Description

Title: Human Resources Manager
Reports to: Executive Director
Supervises: Operations and Boston Office Administrative Coordinator (Boston)
Payroll and Benefits Specialist (Boston)
Front-Desk and Administrative/Marketing Assistants (Boston and DC)
Legal Assistants (Boston, DC and Remote)
Location: Washington, DC

General Summary

Klein Hornig is a growing, mission-driven law firm of approximately 50+ lawyers specializing in representing non-profit and for-profit real estate developers, investors and public finance agencies in structuring and closing complex, tax-regulated affordable housing and community development transactions. Additional information about the firm is available at www.kleinhornig.com.

We are seeking an experienced professional to manage the firm's administrative support roles, Human Resources, payroll functions, benefits administration, support staff professional development and the day-to-day staffing operations across the firm. This is a senior-level position that will work closely with firm leadership to develop and implement key firm and office initiatives while fostering a collegial and productive work environment for all.

Job Description

The Human Resources Manager will manage and be accountable for the delivery of outstanding support to the firm's lawyers and clients and the smooth operation of the firm's offices. The candidate in this role will accomplish this via the day-to-day management and professional development of legal and administrative support staff across the firm, including in the DC and Boston offices and for those remotely located throughout the United States, and will provide assistance with office operations, administration of business processes in line with firm policies, and collaboration with senior management and operational peers. In addition, he/she will manage and be accountable for the firm's human resources function relating to all constituencies (partners, other attorneys and staff), and the systems and personnel that support it. This candidate will also manage benefits administration and wellness initiatives in collaboration with the Executive Director and the Executive Committee.

This is a high visibility role. The Human Resources Manager is expected to be physically present in office 2-3 days per week. As part of this role, travel to the Boston office on occasion is also required.

Responsibilities

Human Resources

- Manage the human resource function firm-wide, through the adoption and maintenance of appropriate business processes and systems and supervision of the Payroll & Benefits Specialist.
- Participate in the development and implementation of administrative onboarding processes and business operations training requirements for staff and attorneys joining the firm.
- Manage requirements and delivery of all compliance training (relating to cybersecurity, anti-discrimination, labor laws, firm policies, etc.) firmwide and assist with the development of the firm's Diversity & Inclusion policies and program.
- Possesses knowledge of multi-state HR compliance requirements and implementation of same
- Ensure that all new hires receive onboarding and basic office procedures/systems training.
- On an ongoing basis, review, revise and implement firm policies that reflect and address firm needs and market trends and assure compliance with requirements of employment law; enforce firm policies and procedures and recommend changes for management consideration as appropriate.
- Explore practices, systems and methods (including third-party applications) that can be adapted and/or adopted to drive greater operational efficiency and effectiveness while instilling a culture of continuous improvement.

Staff Management & Professional Development

- Develop and/or enhance the Firm's Support Staff professional development program.
- Invigorate the support staff profile, role and responsibilities within the firm by proactively engaging with attorneys, other administrative department managers and support staff members to understand client-facing business practices and support needs; lead the support staff cohort and organize the delivery of administrative support to meet those needs.
- Supervise the day-to-day experience and performance of legal and administrative support staff, including assignments, workflow, workplace harmony and time & attendance, and conduct monthly Support Staff Meetings.
- Manage annual administrative staff performance evaluation process and compensation.
 - On an ongoing basis, assess individual staff skills, evaluate performance, provide feedback, and collaborate with firm managers and requisite administrative personnel to develop training plans as needed.
 - Recommend to Executive Director and Executive Committee bonus and compensation increases.
 - Complete, submit, solicit compensation surveys as needed.
- Manage employee relations issues -- grievance processing, coaching, discipline, verbal and written warnings, Performance Improvement Plans (PIPs), terminations, and file documentation.
- In collaboration with appropriate functional areas of the firm:
 - Develop and implement substantive staff training curricula/programs.
 - Develop learning solutions, including identifying internal personnel and external vendors as needed for staff training.
- Manage all aspects of the recruiting process for staff, including job descriptions, compensation planning, staffing agency relationships, job postings, and interviews.

- Collaborate with firm managers for seamless and transparent work cross-office and cross-functionally.

Payroll and Benefits Administration and Wellness Initiatives

- Serve as a coach and mentor to the Payroll/Benefits Specialist.
- Manage administration of payroll and benefits:
 - Maintenance of personnel records and information.
 - Delivery of timely and accurate payroll.
 - Oversee benefits open enrollment; throughout the year liaise with personnel regarding benefits offerings; ensure compliance with all government rules and regulations and reporting deadlines.
- Collaborate closely with the Executive Director and the Firm's benefits broker, serving as a key benefits administration analyst and compliance expert, strategically recommending improvements on programs and initiatives for the betterment of the Firm and its employees.
- Manage the full cycle of benefits administration in collaboration with the Executive Director and in coordination with the Payroll/Benefits Specialist and the Firm's brokers.
- Maintain a strong working knowledge of labor and employment law and compliance requirements, including in states that employees work remotely (~10) and/or on state paid benefit offerings (e.g., MA, DC, NJ, ME, etc.)
- Work with the Firm's brokers, Ombudsman, and employment lawyer when needed to manage proficiently employment issues, TPA and HRIS processes, reporting, and compliance requirements.
- Develop and coordinate a wellness initiative program in collaboration with the Executive Director and the Professional Development Manager.

Additional Responsibilities

- Establish and implement policies and procedures to ensure the security of each office and its contents, including office access, fire and hazard prevention and storage.
- Oversee maintenance of physical plant, office equipment, furniture and supplies, optimizing office equipment and office services offerings and ensuring that vendors provide high quality service on a timely basis (e.g., attendance to service calls).
- Assure organized and efficient reception and mail/courier services.
- Coordinate office events, client visits and conference room conditions.
- Collaborate with operations leaders throughout the firm to ensure consistent policies and service offerings in both offices.
- In collaboration with Finance Manager, develop and monitor office expense budgets in the DC office (expense processing, etc.).
- Coordinate office safety processes through drafting/implementation of emergency procedures to include fire safety/building evacuation, use of/training on defibrillator/CPR devices.
- Coordinate ordering and delivery of firm gifts/acknowledgments.

Skills, Qualifications, and Experience Requirements

- Masters Human Resources Management (or Organizational Psychology or similar field) or Bachelor's degree with advanced or professional certification preferred (i.e., SHRM certification) required
- 10+ years of progressive responsibility within Human Resources and/or Benefits Administration within a law firm or professional services firm required.

- 7+ years of progressive management/supervisory experience within a law firm or professional services firm required.
- Recent management experience in a small to medium sized transactional (under 100 attorneys) firm preferred.
- Outstanding organization and project management skills and a track record of producing work of a high quality with minimal oversight.
- Demonstrated ability to multitask and meet deadlines in a fast-paced environment.
- Superior written and verbal communications skills and proven ability to be fair, even-handed and navigate interpersonal conflict.
- Ability to collaborate and establish rapport with colleagues to work as a team while respecting cultural, social and academic diversity.
- Working proficiency in HR systems/software, MS Office and analytical tools.

Personal Qualities

- Exemplary attention to detail and organization.
- Polished oral and written communications.
- Strong personal sense of integrity and upholds exemplary quality standards.
- Concern for and humanity toward others, coupled with expectations of high performance.
- Dependable, reliable and proactively takes initiative and anticipates issues.
- Demonstrates excellent emotional intelligence and composure when dealing with difficult situations and is respectful of others.

Compensation and Benefits: Position is an at-will employment opportunity that is a regular, exempt, and full-time hybrid role. Compensation is based on education, years of relevant experience and the marketplace. Full-time employees work a 40-hour workweek during the Firm's core business hours from 8:30am-5:30pm, Monday-Friday. Hybrid and on-site employees initially work on-site at least 3 days per week for at least 90-days, and on a 2-days in/3-days hybrid status thereafter. The starting salary range for this position is \$150,000 to \$175,000 annually. Employees are paid bi-weekly on Friday. Exempt employees are provided with a comprehensive benefits package that includes access to Medical, Dental, Vision, Sick and Safe Leave, plus 12-paid Federal holidays with potential for 401(k) matching, Profit Sharing, and bonus potential. Employees accrue vacation starting at up to 20-days per year. Attorneys have access to a Flex-Time policy with a minimum billable annual requirement.

Physical Requirements

Availability: Physically able to work an 8-hour workday Monday-Friday, remotely, on-site or in a hybrid mode; and if on-site/hybrid, commute regularly to either BOS/DC Office with flexibility to work more than 40 hours as needed.

Verbal: Must be able to speak and communicate clearly, orally and in writing, in English with proficiency.

Seeing: Must be able to read, comprehend, and follow instructions on deliverables; and be adaptable to perform at a high functioning level under pressure using various types of media from hard copy to computer screens.

Hearing: Must be able to hear and clearly articulate to communicate with proficiency with all stakeholders.

Standing/Walking: Must be able to walk about throughout the day and pick up and deliver documents and/or materials as needed

Climbing/stooping/kneeling: Must be able to reach, push, pull to obtain/pickup/place supplies, desk set-ups, etc.

Lifting/pulling/pushing/reaching: Must be able to lift 20 pounds to receive, move and stock supplies or packages.

Fingering/grasping/feeling: Must be able to write, type, and draft documents using phone system and computer equipment.

Employment Eligibility and Equal Opportunity Employer: Klein Hornig LLP is an eVerify participant whereby employees must attest and provide documentation to their employment eligibility to work within the U.S as required by USCIS. Upon job offer acceptance, applicant understands that a background check must be completed satisfactorily prior to starting position.

The Firm provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.
