

Position Title: Human Resource and Employee Relations Manager

Fulltime | Salary Position

The Quatela Center for Plastic Surgery and other businesses are seeking a Human Resources and Employee Relations Manager who will lead recruiting, hiring and interviewing staff, administering pay, benefits, medical leaves and implementing company policies and procedures. They will also provide Employee Relations guidance and conduct workplace inquiries that comply with applicable employment laws and regulations and promote the equitable resolution of employment issues across the company and manage employee situations with a focus on conflict prevention and resolution.

Duties:

- Administers the benefit programs for group health and retirement plans, including enrollments, changes and terminations. Processes required documents through payroll, benefits and retirement HR systems to ensure accurate record-keeping and proper payroll deductions.
- Reconciles monthly benefits invoices and statements
- Coordinates and manages employee medical leave programs and policies in accordance with federal and state employment laws, including FMLA, NYSPFL, Disability and Workers Comp
- Performs workers compensation audits annually
- Ensures legal compliance with employment attorney, when necessary
- Coordinates and participates in quarterly 401(k) investment reviews with committee members and investment consulting group
- Serves as key contact with 401(k) record keeper; reviews biweekly reports for employee contribution changes
- Maintains retirement plan documents, amendments, and SPDs
- Develops and maintains effective relationships with external partners, including payroll specialist, benefit broker and retirement administrator
- Manages the hiring process by posting job openings, reviewing resumes, interviewing candidates and performing reference checks
- Creates offer letters, organization announcements, and employee communications
- Manages the onboarding process with new employees, including new hire paperwork, employment eligibility verification, HRIS overview and onboarding tasks
- Process employee terminations and exit interviews
- Updates and verifies payroll changes and vacation accruals by reviewing payroll and time-off reports
- Maintains Employee Handbook by preparing, updating, and recommending policies and procedures
- Assigns annual compliance tasks to employees and monitors that deadlines are met
- Creates and maintains personnel files in compliance with applicable legal requirements
- Maintains high standards of confidentiality of all employee records and information
- Guides supervisors and employees throughout the performance management and goal setting process
- Primary point-person for managing employee complaints, performance issues and conflict resolution

- Effectively balance the needs of the employee and the Company to reach a positive outcome for all parties whenever possible
- Must be timely, caring and responsive in responding to employees and supervisors
- Maintains database of positions along with assigned salary grade levels
- Maintains employee rate review and compensation increase for yearly evaluation
- Maintains historical human resource records by designing a filing and retrieval system; keeping past and current records
- Maintains professional and technical knowledge by attending educational workshops and reviewing professional publications

Required Skills/Abilities:

- Excellent verbal and written communication skills
- Excellent interpersonal, negotiation and conflict resolution skills
- Excellent organizational skills and attention to detail
- Strong analytical and problem-solving skills
- Ability to act with integrity, professionalism and confidentiality
- Proficient with Microsoft Office Suite
- Proficiency with or the ability to quickly learn the organizations HRIS systems

Education and Experience:

- Bachelor's degree in Human Resources, Business Administration, or related field required
- A minimum of three years of human resource management experience required
- SHRM-CP or SHRM-SCP highly desired

All duties and responsibilities stated are essential job functions. Staff members may be required to perform additional job-related duties as assigned by management.