



## POSITION DATA

**JOB TITLE:** Human Resources Manager  
**DEPARTMENT:** Human Resources  
**REPORTS TO:** Senior Vice President/Director Human Resources

## POSITION OVERVIEW

The Human Resources Manager position is responsible, under the guidance of the SVP, Director of HR, for managing various generalist human resources programs and activities including talent acquisition, performance management, training and development and employee relations. In addition, will provide HR support to managers and employees across the 9/11 Memorial & Museum both at 200 Liberty Street and Museum.

## ESSENTIAL FUNCTIONS

### **Talent Acquisition**

- Manages certain components of recruitment including sourcing conversations with managers, posting, offer process and new hire onboarding

### **Performance Management**

- Oversees the annual performance management process that focuses employee's efforts on the achievement of goals and objectives and includes mid and year-end reviews
- Evaluates and assesses the institution's current competencies to ensure aligned for future needs
- Manages Ultipro's performance management system

### **Training and Development**

- Assists in the development of training programs that address specific department needs
- Oversees the annual training and policy acknowledgement for Behavior in the Workplace, Code of Conduct, and Conflict of Interest Questionnaire
- Manages and administers Syntrio's on line training program

### **Employee Relations**

- Manages and resolves complex employee relations issues. Conducts effective, thorough, and objective investigations. Provides documentation and recommendations for internal review with managers and legal. Facilitates effective communication with managers and employees on company policies and practices

- Provides day-to-day performance management guidance to leaders (e.g. coaching, counseling, career development, disciplinary actions)
- Develops and writes HR policies, where appropriate
- Manages and updates the Employee Handbook, as required

#### **OTHER RESPONSIBILITIES**

- Assists with the drafting of HR employee communications
- Acts as a key member of the Human Resources team
- Provides support to SVP/Dir HR on additional HR projects
- Works in conjunction with DEIA Committee to help support a culture that values diversity, inclusion, equity, and accessibility

#### **MISSION EXPECTATIONS**

- Participates in the Annual 5K Fundraiser and September 11<sup>th</sup> Commemoration, as assigned.
- Assists with and support all 9/11 Memorial and Museum special projects and events, as assigned.

#### **QUALIFICATIONS/SKILLS REQUIREMENT**

- Bachelor's or Master's degree, preferable with major in Human Resources
- 7-10 years HR experience as a generalist, with a focus in the Talent area
- Strong business partnership skills and collaborative team player
- Ability to lead employee relations investigations
- Excellent oral and written communication skills
- Pro-active with ability to work independently
- High attention to detail and ability to execute with excellence
- Strong facilitation and presentation skills
- Knowledge of legal and regulatory employment laws
- Experience in a museum, arts/culture organization and/or non-profit agency a plus
- Proficiency with MS Word, Excel, Outlook, and PowerPoint required. Knowledge of Ultipro system a plus

#### **HOW TO APPLY**

- Include job title in the email subject field.
- Please indicate the location where job posting was seen.
- Please submit a resume to [911mmhrjobs@911memorial.org](mailto:911mmhrjobs@911memorial.org)
- Please visit our website at [www.911memorial.org](http://www.911memorial.org).

#### **PHYSICAL DEMANDS/WORK ENVIRONMENT**

The physical demands and work environment described in this job description are representative of those that the employee will encounter and are expected to meet to successfully perform the essential functions of the job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to see, be mobile, and have the ability for 2-way communication with the public and staff.

The work environment is an indoor, climate-controlled office environment comprised of cubicles, walled-offices and group conference rooms. The noise level in the office environment is usually low. There are no protective devices necessary to be worn or utilized in the office work environment. No travel is required.

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- This job description is a descriptive list of the responsibilities and qualifications associated with this position and are not intended to be all inclusive. Employees are expected to also perform other business- related duties as assigned by the supervisor or other management.
  - The organization reserves the right to change, modify, or reassign job responsibilities, duties and scheduled work hours as per business needs.
  - This document is a communication tool and not intended as a written or implied contract of employment.
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