



## Job Description

**Job Title:** Director, People and Administration

**Supervisor:** Controller

**FLSA Status:** Exempt

### Summary

The Downtown Austin Alliance is seeking an experienced professional to assist leadership by developing and implementing strategies to attract, build, promote, develop, and retain a diverse and highly competent workforce. This position will be responsible for maintaining a team-oriented culture that emphasizes quality, continuous learning, team collaboration, and high performance.

The duties of this role include recruitment; new hire onboarding; management of personnel records; managing the performance management system; implementing training programs, overseeing personnel policy and administration; employee relations; and employee engagement and retention. This role acts as a change agent supporting the organization's culture, core values, and growth.

The Downtown Austin Alliance is committed to creating a diverse, inclusive workplace and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetic information, disability, age, or veteran status.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Partners with the leadership team to understand and implement the organization's personnel and talent strategy, particularly as it relates to current and future talent needs, training, recruiting, retention, and succession planning.
- Provides support and guidance to supervisors when complex, specialized, and sensitive questions and issues arise; may be required to administer and implement specialized tasks in delicate circumstances such as providing reasonable accommodations, investigating allegations of wrongdoing, and assists the CEO in terminations.

- Coordinates the organization's Personnel Management Program (PMP) for all staff. Facilitates the performance evaluation system for all staff.
- Manages the talent acquisition process, which may include recruitment, interviewing, and hiring of qualified job applicants; collaborates with department managers to understand skills and competencies required for openings. Develops and maintains job descriptions.
- Implements new training opportunities that align with the organization's key priorities, enhance core competencies, and provide value to staff. Resolves any specific problems and tailors training programs as necessary. Coordinates with management, training consultants and team members to provide career development opportunities for staff.
- Develops employee recognition strategies to include reviewing, evaluating, and implementing staff recognition programs.
- Develops and recommends personnel policies and procedures, including the preparation and updates of the employee handbook.
- Conducts orientation programs and onboarding for new hires.
- Coordinates employee disciplinary meetings and investigations. Conducts employee exit interviews. Monitors various aspects of an employee's performance, such as attendance and PTO. Delivers reports and notifications as necessary.
- Maintains compliance with federal, state, and local employment laws and regulations, and recommended best practices; reviews policies and practices to maintain compliance.
- Maintains knowledge of trends, best practices, regulatory changes, and new technologies in talent management, and employment law.
- Cultivates professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.
- Other duties as assigned.

### **Supervisory Responsibilities**

This job has no direct supervisory responsibilities.

### **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

**Job Knowledge** - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

**Communications** - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

**Teamwork** - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

**Organizational Support** - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

**Strategic Thinking** - Develops strategies to achieve organizational goals; understands organization's strengths & weaknesses; analyzes market and competition; identifies external threats and opportunities; adapts strategy to changing conditions.

**Qualifications** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Education and/or Experience**

Bachelor's Degree in human resources, personnel management, business administration or related field and 3-5 years or more of related experience, or equivalent combination of education and experience. Substantive knowledge of and interest in team building, conflict resolution and employee engagement.

#### **Language Skills**

Ability to effectively present information to top management, public groups, and/or boards of directors.

#### **Mathematical Skills**

Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

#### **Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

#### **Computer Skills**

To perform this job successfully, an individual should have knowledge of Microsoft Office Suite tools such as Outlook, Excel, and Word.

#### **Certificates, Licenses, Registrations**

SPHR, PHR, SHRM Senior Certified Professional (SHRM-SCP) or Certified Professional (SHRM-CP) credential preferred.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.**

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date