

Service Coordination
Full Time HR Compensation, Benefits, & HRIS Manager
Full Time

SCI Summary:

SCI supports people with disabilities, behavioral challenges, medically complex needs, transitioning youth, the elderly, and other populations using Maryland Department of Health's Targeted Case Management and Supports Planning work models as well as a concierge level geriatric care management and care partner model.

Job Summary:

Reporting to the Executive Vice President and Chief People and Culture Officer, the Team Member Operations Manager is a key leader who manages the daily operations of the People and Culture Team Member Operations (TMO) Center of Excellence, leading day-to-day functions; including but not limited to; total rewards, compensation, benefits, wellness, recognition, human resources information systems (HRIS) and other processes and procedures. The TMO Manager will participate in shared leadership. This role supports the Total Rewards Committee and the Wellness Committee. The incumbent will be involved in committee work to support the People and Culture efforts to ensure competitive total rewards that will directly impact recruitment and retention at SCI. The TMO is a member of the People and Culture Leadership Team (PCLT).

SCI Team Member Expectations: All SCI Team Members are expected to: Ensure services provided follow the organization's mission statement, core operating values and policies and procedures, follow HIPAA, confidentiality and security procedures and principles; collaborate with peers, leadership, and support areas of the organization; actively participate in and contribute to leadership and other staff meetings and trainings; maintain compliance with federal, state, and local employment laws and regulations; follow self-direction and person-centered planning procedures and philosophy; and foster a culture that values diversity.

Essential Duties:

Total Rewards:

- Partner with leaders to understand and execute the organization's People and Culture strategy particularly as it relates to competitive compensation, benefits, human resources information systems, and process optimization needs
- Lead and manage all compensation, health, and welfare benefits, leave benefits, retirement plans and all compliance reporting requirements
- Collaborate with People and Culture leaders to educate and inform directors, managers, supervisors and Team Members of Total Rewards and Team Member Operations policies, procedures, and practices
- Collaborate with Team Member Experience and Program Leadership to maintain compensation, benefits and paid and unpaid leave policies and procedures
- Evaluate outsourcing opportunities for benefits administration and compensation analysis

- Maintain currency on recognition practices and make recommendations to improve recognition organization-wide
- Produce and maintain total rewards statements
- Participate in relevant compensation and benefits benchmarking surveys as needed
- Manage and monitor Total Rewards committee action planning projects and initiatives and present updates as needed
- Collaborate with People and Culture leaders to plan, develop, recommend, and implement activities, policies and procedures and programs for the organization, assisting senior management as requested
- Manage, monitor, and report Total Rewards programs, procedures and metrics
- Collaborate with Talent Development to source and maintain HIPAA training for People and Culture in line with regulation requirements

Compensation:

- Measure, monitor, maintain and collaborate with Talent Development to deliver Leadership and Team Member training on SCI's Compensation Philosophy and Market Pay Strategy and Compensation Procedures and Guidelines
- Conduct periodic total cash compensation market studies in collaboration with outside consultant as needed
- Develop, recommend, and maintain salary and grade structures for all jobs
- Develop and maintain competitive pay deliver structures
- Manage merit increase process and recommends process changes as appropriate
- Develop and maintain bonus and incentive policies and procedures
- Implement guidelines and internal controls for compensation administration
- Manage relationship with vendor partner for compensation market studies and conducts RFPs for outsourced services as appropriate
- Develop and provide offer ranges to Talent Acquisition during recruiting process

Benefits:

- Lead and manage annual renewal of all health and welfare benefits, including timeline, budget analysis, plan design benchmarking, Total Rewards Committee decision making, open enrollment timeline, configuration, and communications
- Conduct regular benchmarking and partner with brokers to propose, implement, and maintain competitive and cost-effective benefit plan designs including Health and Welfare, Wellness, and Retirement plans
- Manage annual benefits enrollment process and communications with a people-centered approach
- Responsible for developing and maintaining benefits collateral and digital compensation and benefits content with Marketing Communication and broker partners
- Manage vendor partner contracts and performance in fulfillment of those contracts and agreements
- Act as a steward of SCI resources in vendor selection and policy decision making
- Collaborate with Team Member Experience to manage leave administration and counseling for paid and unpaid leave benefits including (Family Medical Leave (FML), Disability (Short term and

Long Term), and Americans with Disabilities Act (ADA), Holidays, Administrative, Bereavement, Military, Sick and other paid and unpaid Leaves

- Lead and manage periodic competitive review of leave policies and procedures

HRIS and Data Analytics:

- Lead and manage all HRIS system implementations and integrations, overseeing configuration, maintenance, and reporting
- Develop and maintain all People and Culture balanced score card (BSC) metrics and key performance indicators (KPIs)
- Responsible for collaborating with People and Culture Corporate Administrative Assistant to develop Strategic Plan Outcome #2 dashboard analytics
- Responsible for ADP working relationship supporting ADP Workforce Now HRIS, system upgrades, customization, and reporting
- Leverage ADP Workforce Now HRIS to streamline processes and manage electronic Team Member records
- Collaborate with Finance team to optimize HRIS and Enterprise system modules in the People and Culture and Finance workstreams
- Participate on project teams to design, develop, test, and maintain HRIS supporting system
- Lead and manage RFP and procurement process for system selection and purchase
- Provide standard and ad-hoc workforce reporting and analytics

Compliance:

- Partner with Payroll, Finance, and HRIS colleagues to oversee payroll and benefit audits and implement internal controls to ensure integrity of pay practices and benefits data including enrollments, compliance with internal and external audit requirements, accurate forecasting of compensation, incentives, and benefit program expenses and payroll deductions
- Maintain compliance with federal, state, and local employment laws and regulations; recommend policy and program changes to reflect best practices; and identify trends to attract and retain top talent
- Manage and report EEO-1 filings and OSHA reports development as needed to maintain current annual safety training
- Maintain a knowledge of and manage Safety/OSHA requirements, collaborating with Talent Development to manage and deliver annual safety training
- Manage worker's compensation cases and compliance reporting

Other Duties:

- Complete special projects or perform other duties as needed to meet departmental goals
- Meaningfully participate in the strategic planning process, and associated committees, leading task forces, and implementing initiatives when appropriate
- Work collaboratively with organization leadership to create a culture of person-centeredness that starts with and extends from the people receiving our services and includes the professional staff providing or otherwise supporting the provision of services

- Participate in meetings and training sessions that offer learning opportunities and that promote and enhance skills and professional development
- Ensure that assigned organizational project objectives are met
- Perform all duties as described, and others as required, using the foundation of the organization's philosophies and values

Supervisory Duties:

- Manage the Senior Specialist Total Rewards, HRIS Data Analyst, and other Team Member Operations Team Members, including outsourced partner relationships
- Recruit, interview, hire, and manage Team Members for the Team Member Operations department
- In addition to process accountability, mentor Team Members to ensure professional development, leadership growth and succession planning
- Provide constructive and timely performance evaluations for direct reports in the Team Member Operations department

Education Required:

- Bachelor's degree in Business Management/Administration, Human Resources, or related field required. Master's degree preferred
- SHRM, CCP, CEBS, PHR or other related certification strongly preferred
- Progress toward Certified Compensation Professional (CCP) required in the first year and willingness to achieve CCP certification

Experience Required:

- Minimum 7 years of experience in Human Resources or People and Culture
- Minimum 7 years of compensation and benefits experience, including at least 5 years of direct compensation experience with job description development, market pricing and grading, survey participation, salary structure development, merit increase program development, managing compensation consultants, and benefit plan design and administration
- Minimum 1 year of supervisory experience with 3 or more years' experience preferred
- Hands on experience in all facets of HR including benefits and/or compensation, and HR-related workflows, procedures, and processes
- Strong MS Office Suite skills preferred (Word, Excel, PowerPoint, OneDrive, and SharePoint)
- Expert level Excel user
- Experience with organization review and design is strongly preferred
- Budget experience is preferred

SCI Value Related Competencies:

- **People Come First** (Customer Focus): Thinks and acts with people we support in mind when making decisions. Dedicated to meeting the expectations and requirements of internal and external shareholders, uses information and feedback to improve services

- **Building Relationships and Connections:** (Interpersonal Savvy). Relates to all kinds of people. Builds appropriate rapport, uses diplomacy and tact, diffuses high-tension situations comfortably. Establishes and maintains meaningful connections within the community and the organization (internal and external stakeholders)
- **Education** (Informing Others): Quickly finds common ground to solve problems. Is seen as a cooperative team player. Provides coaching and mentoring to Team Members
- **Consistent communicator:** Provides Team Members with the tools they need to perform their jobs in a timely manner. Explores all available options to make the best decision for internal and external holders
- **Diversity:** Values, appreciates, and honors the ways in which cultural differences can create value in organizations. Is service oriented: Demonstrates a commitment to the philosophies for services and the goal of independence for the people we serve. Raises awareness in communities to appreciate the similarities and unique gifts of each person. Interacts with all Team Members equitably, deals effectively with all races, nationalities, cultures, disabilities, ages, and genders, supports equal and fair treatment and opportunity for all
- **Driving Solutions** (Perseverance): Pursues all initiatives with energy, drive, and the goal to succeed

Job-Specific Competencies:

- **Building Effective Teams:** Creates strong morale and spirit. Fosters open dialogue. Allows people to finish and take responsibility for their work. Defines success in terms of the whole team. Creates a feeling of belonging for team members
- **Business Acumen:** Understands the industry of the organization, knowledgeable in current and future policies, practices, trends, and information
- **Conflict Management:** Reads situations quickly and without bias, can find common ground and inspire cooperation, solution-oriented
- **Decision Quality:** Is flexible and adaptable when facing a tough situation, is seen as balanced despite the conflicting demands of the situation
- **Developing Direct Reports:** Provides challenging tasks and assignments, holds frequent development discussions, is aware of their team's career goals, constructs compelling development plans, and executes them
- **Directing Others:** Sets clear objectives, distributes workload effectively and in a well-planned, organized manner
- **Drive for Results:** Exceeds goals successfully. Constantly and consistently one of the top performers. Bottom-line oriented. Pushes themselves and others for results
- **Hiring and Staffing:** Selects strong candidates by evaluating potential, passion and professionalism, understands the importance of proper and effective onboarding and orientation
- **Innovation Management:** Skilled at understanding which ideas and suggestions will be successful
- **Integrity and Trust:** Follows through with assigned tasks, goals and responsibilities, maintains confidentiality, utilizes company resources effectively, reliably follows through on commitments made to others
- **Motivating Others:** Creates a climate in which team members want to do their best and empowers them to do so. Invites input from others and shares ownership and visibility

- Organizational Agility: Understands the origin and reasoning behind key policies, practices and procedures, understands the culture of the organization
- Strategic Agility: Anticipates future consequences and trends accurately. Creates competitive and innovative strategies and plans

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.
- Generally, presents standard office environment. Must be able to use telephone and computer on a regular basis. While performing the duties of this job, the employee is regularly required to sit, stand, and walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl. Vision abilities required by this job include close vision. The employee must occasionally lift and/or move up to 10-25 pounds.

SCI does not sponsor for immigration, including for H-1B, TN, and other non-immigrant visas, for this role.

#INDSCIO

Disclaimer: The recruitment process is approved by Service Coordination Inc.'s Recruitment Committee and subject to change based on business needs.

In recognition of the continuing COVID-19 pandemic, Service Coordination Inc (SCI) is committed to maintaining a safe and healthy workplace. Because of this, SCI is requiring all new hires to be fully vaccinated. New hires will be required to provide proof of vaccination status as part of the on-boarding process. SCI provides reasonable accommodations, absent undue hardship, for medical reasons under ADA and for employees with sincerely held religious beliefs, observances, or practices that conflict with getting vaccinated. You may request reasonable accommodation or other exemption to Stephanie Bidle at sbidle@sc-inc.org or 240-409-1873.

Service Coordination is an equal opportunity employer and committed to the full inclusion of all qualified individuals. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, hair texture or protected hairstyle, veteran status, or genetic information. Service Coordination is also committed to providing equal opportunity and access to individuals with disabilities by ensuring reasonable accommodations are provided to participants in the job application or interview process. To request a reasonable accommodation, contact Stephanie Bidle, HR Manager, at sbidle@sc-inc.org or 240-409-1873.

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