



Human Resources Manager Job Description

Department: Administration/
Human Resources Department
Pay Range: ADMIN/Salary
Reports to: General Manager
Status: Exempt

Job Summary: Responsible for all aspects of managing the Human Resources of Whole Foods Community Co-op. Inc. Manages the personnel and processes of the department to ensure consistency in general management practices, adherence to labor guidelines, and administration of policies and procedures. Responsible for managing organization-wide hiring, onboarding, training and development; labor relations; performance evaluations; department expenses, productivity, cleanliness, vendor relations and general functionality. Works closely with the General Manager and members of the management team to develop and implement strategic goals to uphold and further the mission of WFC. Conducts all work activities in a professional and confidential manner and in compliance with all applicable laws and with WFC's policies and practices.

Essential Duties and Responsibilities:

Storewide

1. Abide by all WFC policies and procedures as outlined in the labor contract, Employee Handbook and Policy & Procedure Manual.
2. Consistently and positively promote ownership and owner benefits.
3. Follow and ensure compliance with all safety practices and policies.

Customer Service

1. Exceed expectations of internal and external customers for service and provide a welcoming environment for all in accordance with WFC's customer service standards.
 - a. Resolve customer concerns.
 - b. Anticipate customer needs.
 - c. Promptly respond to requests for service and assistance.
 - d. Schedule and post electronically position hours to ensure availability of department support.
2. Treat all customers and co-workers fairly, consistently and with respect.
3. Engage in creating and maintaining a positive, ethical and productive workplace that contributes to achieving progress on WFC's ENDS.

Job Specific

1. **Strategic Leadership and Planning:** Work with the General Manager to develop and execute long-range strategic plans, develop policies, practices and organizational structure, and meet overall budget goals.
2. **Recruitment, Hiring and On-boarding:** Develop, conduct and coordinate programs for timely recruitment, orientation, education and development of employees in a professional and confidential manner and in compliance with all applicable laws and with WFC's policies and practices.
3. **Benefit Administration:** Work with the General Manager to select benefit brokers and insurance and retirement plans. Develop, amend, and maintain benefit documentation including, but not

limited to, enrollments, terminations, bill reconciliations and COBRA administration, and/or replace employee benefits and ensure timely employee access to sustainable benefits and benefit information.

4. **Employee and Labor Relations:** Responsible for contract negotiations, on-going contract administration, grievance processing, arbitration and employee relations. Provide leadership and technical expertise on employee and labor relations to management.
5. **Confidential Conflict Resolution:** Investigate, process, and/or coordinate claims of harassment or other grievances, disciplinary actions and employment terminations.
6. **Performance Management:** Ensure performance management systems for all employee evaluations, provide coaching and direction to managers to ensure employees are evaluated on a timely basis and in a consistent manner.
7. **Employment Documentation and Employment Law:** Maintain personnel files and HRIS system, provide employment verification, manage leave requests, and ensure compliance with all relevant local, state and federal labor and employment laws.
8. **Safety and Worker's Compensation:** Develop organizational safety programs to ensure employees work safely and injury free. Ensure annual worker's compensation insurance renewal, submit all employee injuries to insurance company and act as point of contact for insurer and employee following claims. Complete annual OSHA reporting and maintain AWAIR Plan.
9. **Oversee and Manage HR Department:** Hire, train, evaluate, coach and supervise department employees in compliance with established practices, policies and budget restrictions.
10. Ensure cleanliness and maintenance of department areas and equipment.
11. Perform other tasks assigned by the General Manager.

Knowledge, Skills, Abilities

Essential Knowledge, Skills, and Abilities

- Five or more years' experience working at the management level in Human Resources.
- Proficiency in all aspects of human resources and all pertinent rules, regulations, and local, state, and federal laws including, but not limited to, Title VII, MHRA, FLSA, FMLA, ADA, OSHA, NLRA, and worker's compensation.
- Five or more years' experience supervising multiple employees including, but not limited to, interviewing, training, coaching and evaluating.
- Experience developing and implementing employee orientation, training and development programs.
- Experience researching and implementing employee benefit programs.
- Knowledge of and continuing study of labor and employment laws.
- Familiarity with labor relations and union contracts.
- Outstanding customer service skills.
- Attention to detail and good organizational skills.
- Ability to handle multiple demands, work under time pressures and meet deadlines.
- Personal integrity to handle confidential information.
- Willingness to be open, to learn and to take on new responsibilities.
- Demonstrate objectivity, neutrality and calmness under pressure.
- Ability to follow through on systems and procedures.
- Computer proficiency including, but not limited to, keyboard experience, email, Word, EXCEL.
- Ability to work efficiently in a fast-paced environment.
- Ability to be flexible and to adapt to changing conditions quickly.
- Demonstrated ability to follow through on commitments.
- Regular, predictable attendance.
- Effective communication skills in English.
- Effective listening and conflict resolution skills.
- Experience in long-range planning.
- Ability to set and achieve department and organizational goals.

- Ability to prioritize tasks to meet the needs of the business.
- Experience speaking to the public.
- Available to work evenings, weekends, holidays.
- Bachelor degree in Human Resources or other related field.
- Desire to determine, foster and develop the best qualities and contributions of department personnel.
- Travel may be required and may include overnight stays.

Preferred Knowledge, Skills, and Abilities

- Degree in Human Resources and/or Certification from SHRM or HRCI.
- Experience in retail, grocery, natural foods and/or cooperative management.
- Two or more years' experience in conflict resolution and/or labor relations and contract administration.

Work Environment:

1. Occasional Exposure
 - a. Outdoor weather conditions (e.g., staffing outside booths at WFC-sponsored or community events, job fairs, etc.)
2. Constant Exposure
 - a. Background music and in-store pages
 - b. Food odors, grain and spice dust, food allergens (e.g., proximity to preparation of seafood)

Essential Physical Requirements

1. Ability to frequently move up to 15 lbs. throughout shift
2. Frequently stand, walk, squat, bend, sit, balance and rotate body
3. Frequently ascend and descend stairs
4. Ability to safely use sharp cutting instruments
5. Ability to do repetitive office tasks (sitting at a desk, reaching, bending, filing, using a computer keyboard and looking at a computer screen) for up to eight hours per day
6. Manual dexterity to handle writing instruments, keyboard and mouse, scissors, stapler, etc.
7. Use of hands and feet to operate machinery such as computer keyboard, copier, automobile, camera

IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other tasks as circumstances or conditions of its business, competitive considerations or the work environment change.

I have received this job description and I understand that it is my responsibility to read and comply with the expectations contained within and any revisions made to this description.

EMPLOYEE SIGNATURE

DATE

EMPLOYEE NAME