

HUMAN RESOURCES GENERALIST

COMPENSATION: \$50,000 - \$75,000+

FLSA: Exempt

LOCATION: Boston, MA

CONTACT: jobs@naca.com or 617-250-6222 ext.1221

BENEFITS: Comprehensive package: single/family health, vision, dental, 401(k) and more

WEBSITE: www.naca.com

NACA

NACA is the country's preeminent non-profit homeownership and advocacy organization with over two million Members through over forty-five offices nationwide. Over the past thirty years NACA has established a track record that has earned both the respect and fear from others in the lending industry. NACA stands out in the following areas: 1) It is the most effective organization in the country in providing affordable homeownership; 2) It is the place to work to fight for economic justice for those dedicated and willing to work hard; and 3) It provides unprecedented opportunities for staff to do well financially by doing good.

Started in 1988, NACA has won campaigns against some of the country's most powerful companies and individuals that engaged in predatory and discriminatory lending. NACA's success is a result of its aggressive, confrontational advocacy and state-of-the-art systems and operations. The purchase program provides comprehensive counseling as HUD's largest housing counseling agency (through its Neighborhood Stabilization Corporation subsidiary) with access to NACA's Best in America mortgage: no down payment, no closing costs, no requirement for perfect credit and always at a below-market, fixed interest rate. NACA has over \$15 billion in mortgage commitments from the country's largest lenders to support this program. Through its HomeSave program for homeowners with an unaffordable mortgage, NACA is also the most effective in providing affordable solutions and has done so for over 250,000 at-risk homeowners nationwide.

Built on this track record of success, NACA is undertaking rapid expansion across the country with the hiring of many additional staff nationwide. NACA continues its aggressive advocacy in fighting for economic justice for low-to-moderate income people and communities. In addition to affordable homeownership, NACA takes on economic justice issues such as student debt, tax equity, income inequality, environmental and other issues. Employees at NACA have a tremendous impact on the communities and the Members they serve. For more information about NACA, its history and programs, visit www.naca.com.

HUMAN RESOURCES GENERALIST

The Human Resources Generalist ("H.R. Generalist") is responsible for performing many of the critical functions of the NACA's Human Resources Department. The position is based in Boston, Massachusetts and reports to NACA's Human Resources Director. The functions of the HR Generalist include: recruitment and hiring, benefits administration, staff evaluations, disciplinary actions, claims administration, and other H.R. functions for all of NACA's 45+ Offices and other departments. In addition, s/he works on the development, coordination, and implementation of personnel policies for NACA's 500+ employees to ensure NACA's adherence to employment laws and regulations.

The Human Resources Department works closely with national staff and management in support of company goals as they relate to human resources. S/he plays a key role in supporting NACA's employees and managers who conduct homeownership programs and community advocacy activities across the United States. The H.R. Generalist also supports strategic human resource planning and execution to provide the company with the best talent available, and to position NACA as the employer of choice in the industry. S/he must also support NACA's mission and enthusiastically engage in NACA's advocacy as well as support and defend the organization's strategies, philosophy, and tactics.

JOB RESPONSIBILITIES:

The Human Resources Generalist is responsible for establishing and maintaining policies, procedures, and processes for the following operations:

General Human Resource Activities:

- Ensures that NACA personnel policies are implemented and adhered to.
- Addresses employee grievances and complaints.
- Maintains historical human resource records.
- Conducts exit interviews to identify company issues and retain productive staff.
- Conducts investigations, maintain records, and represent the organization at hearings.
- Maintains and update written human resource policies and procedures.
- Ensures that all human resource functions are in accordance with applicable federal and state legal and regulatory requirements and standards (e.g., EEO, ADA, OSHA, Fair Labor, etc.).
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.

Recruiting & Staffing:

- Manage NACA's recruiting program, policies, and procedures.
- Keeps NACA up-to-date on best recruiting practices.
- Identifies and implements various options in outreach for candidates.
- Develops a network of employer resource services and participates in job fair activities.
- Creates and maintains job descriptions and requirements for all positions.
- Conducts interviews.
- Identifies staff vacancies and staffing needs and regularly communicates findings of personnel needs to office and department heads.
- Evaluates and recommends salary ranges based on responsibilities, outcomes, markets and NACA's overall compensation policies.

Staff Evaluations:

- Manages employee reviews and evaluation process.
- Develops evaluation process for all departments with structured salary increases and/or bonuses.
- Coordinates Performance Evaluation System in ADP or equivalent.

Disciplinary Process:

- Assists supervisors in personnel management and disciplinary procedures.
- Manages progressive disciplinary actions.

- Ensures and conducts disciplinary actions in a timely manner and with sensitivity for confidentiality (verbal, written and termination).
- Supports terminations via termination letters, termination meetings, and related documentation.

Employee Benefits:

- Oversees and administers all employee and benefit programs, workers compensation, disability, and unemployment insurance.
- Studies and evaluates benefit programs, assesses benefit needs and trends, analyzes fees, renewals, and recommends benefit changes to management.
- Assists with the processing of benefit claims including employee deductions.
- Designs and conducts educational programs on benefit programs.
- Maintains relationships with vendors and employees on all benefit offerings.
- Manages employee enrollment of benefits including coordination of annual enrollment and communication concerning benefits.
- Oversees the COBRA process and corresponding benefits.

Claims Administration:

- Investigates accidents and prepares reports for the insurance carrier.
- Coordinates with staff attorneys on accidents, unemployment and workers' compensation claims and responses.

Human Resources Systems (i.e. HRIS):

- Maintains and updates data and management electronic systems.
- Adheres to privacy and other regulations as they apply to these systems.

Training:

- Administers training of NACA staff and others, as required.

Other Duties:

- Maintains records and personnel files.
- Contributes to team-building efforts.
- Identifies and addresses other staff and work issues.
- Provides leaderships, participants and assists in national and local advocacy campaigns.
- Contributes to ad hoc projects and other duties as assigned.

TIME DEMANDS:

The H.R. Generalist must be able to meet the demands of the job that consists of 50+ hours a week. This is a very demanding leadership position requiring the willingness and ability to work long hours including evenings and weekends.

COMPENSATION:

The salary range is between \$50,000 and \$75,000+ based on experience, skills, degrees, and certifications. The candidate's performance evaluation and future compensation is largely based on meeting the Job Responsibilities, Competencies and Skills stated herein.

JOB QUALIFICATIONS

NACA seeks leaders with a positive and open attitude, a strong work ethic and relentless commitment to success with attention to detail and ability to meet aggressive deadlines and ambitious goals. S/he is expected to have a high level of core competencies and skills included in one's personal characteristics and professional experiences in the following areas: communication, organizational skills, professional skills, professionalism, customer service, time

management, positive leadership, computer skills and being mission-driven. The **Core Competencies & Skills** are described in detail at www.naca.com.

EDUCATION & CERTIFICATIONS:

- Bachelor's degree – Required.
- Advanced degree in Human Resources – Preferred.
- PHR/SPHR/SHRM-CP/SHRM-SCP Certification designation – Required.
- Certifications, training, and licenses that demonstrate important knowledge and credentials - Preferred.

EXPERIENCE & SKILLS:

- Five (5+) years of human resources experience including significant experience working on the activities identified herein.
- Three (3+) years of recruiting experience.
- Significant compliance or benefit administration experience.
- Ability to write and speak languages other than English, particularly Spanish, is a plus.
- Background in mortgage industry and/or non-profit helpful, but not required.

APPLICATION PROCESS

Applicants must complete the application at www.naca.com.

NACA is an equal opportunity employer. Minority and bilingual individuals, particularly those who speak and write in Spanish, as well as second change applicants are strongly encouraged to apply. To follow-up and for inquiries regarding this and other positions contact NACA's HR Department at jobs@naca.com or call 617-250-6222 ext.1221.

This job description is solely for descriptive purposes with NACA reserving the right to make unilateral changes to this job description including the compensation for all staff or on an individual basis. NACA may also change the compensation during campaigns, activities and events at its discretion. This does not constitute a contract for employment. Nothing herein shall limit NACA in its sole discretion from terminating a Counselor for any reason or no reason with employment on an "at-will" basis.