



Performance & Employee Relations Specialist

Department: Human Resources
Reports to: Director of Human Resources
FLSA Status: Non-exempt

Position Overview: The Performance & Employee Relations Specialist is responsible for a wide range of duties related to fostering a positive relationship between SAHA and its employees. Duties include leading SAHA's annual and day to day performance and professional development initiatives, supporting and coaching staff, and responding to workplace issues.

Primary Duties & Responsibilities include but are not limited to the following:

Performance Management

- Implements and oversees programs aimed to support the career development of specific groups of personnel, including creating promotional paths for common jobs, reviewing development plans for individuals growth, and succession planning for leadership roles.
- Facilitates new hire supervisor trainings to ensure understanding of performance management policies, processes, and tools.
- Supports the employee evaluation check-in process by developing, testing and implementing online tools. Prepares instructions for staff and other communication and training materials.
- Reviews and provides feedback to ensure performance evaluations are objective, legally sound and inclusive of performance throughout entire review period.
- Implements larger changes within the performance management system, including module development and rollout.
- Partners with supervisors on challenging employee performance matters, providing coaching, feedback and recommendations for write-ups, PIPs and work plans.
- Provides coaching and counseling to employees as needed.
- Closely works with relevant stakeholders to ensure career development tools/practices are aligned with organizational needs and goals.
- Reviews, monitors and analyzes performance results system wide and reports them accordingly.
- Works closely with the Training & Development Specialist to identify training needs and areas for improvement and implement solutions. This may include creating and delivering original training content specific to SAHA.
- Provides recommendations to DHR on performance actions, including promotions, PIPs and terminations.

Employee Relations

- Supports the HR Director in response to employee grievances, which may include support with conducting investigations as necessary related to harassment allegations, civil rights complaints and other violations of State and Federal law, regulations and internal employment policies. Maintains timely, thorough, accurate, and fact-based documentation.
- Advises and trains managers and supervisors in best practices and strategies for managing employee relations issues and complaints.
- Conducts mediation efforts between employees and/or teams that have escalated outside of the supervisory structure.

- Provides emergency support to employees in crisis or need, including relaying supportive benefits, assessing needs, and assisting with protective legal action on employee's behalf.
- Maintains knowledge federal & state regulations affecting HR & employment, including court decisions that impact the interpretation of existing law or regulation.

General HR Duties

- Recommends new approaches, policies and procedures to effect continual improvements and efficiencies within department that align with SAHA's overall values.
- Responds to unemployment claims and represents the organization at potential appeal hearings.
- Conducts terminations and exit meetings.
- Cross trains with other HR staff to ensure consistent service to cover for vacation and other absences or vacancies.
- Performs additional duties as assigned by the Director.

Qualifications: Skills, Knowledge and Abilities

To perform this job successfully, an individual must be able to perform each duty satisfactorily. 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, Business, Psychology or related field or equivalent experience working in the field of HR.
- Experience and understanding of human resources practices and principles with extensive knowledge of State and Federal employment laws.
- Experience and understanding of coaching methods.
- Experience and/or knowledge of affordable housing industry a plus.
- Supervisory experience is a plus.

Skills, Knowledge & Abilities:

- Excellent written, oral communication and presentation skills with ability to speak clearly & persuasively in positive or challenging situations. Must also be able to edit work for spelling and grammar. A writing sample will be required.
- Excellent interpersonal skills with the ability to work well with various levels of internal stakeholders.
- Strong computer skills in MS Office (Excel, Word and Outlook) with the ability to review and analyze data and reports to find trends.
- Ability to adapt to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- Ability to provide practical solutions to routine and complex employment matters.
- Ability to identify and resolve problems/conflicts in a timely manner. De-escalation skills also required.
- Ability to be discreet in all personnel matters and maintains confidentiality.
- Ability to demonstrate accuracy and thoroughness and monitors own work to ensure quality.
- Ability to team build, train and coach others.
- Ability to read, analyze, and interpret CA Labor Code, general business periodicals, professional journals, technical procedures or governmental regulations.
- High attention to detail and strong organizational skills with the ability to perform multiple functions simultaneously in a timely manner.
- Ability to remain open to the ideas of others and exhibit willingness to try new things.
- Ability to work well with individuals from diverse socio-economic and ethnic backgrounds.
- This position requires initiative and follow-through on all tasks.

Certifications or Licenses:

- Professional in Human Resources Certification (PHR) or SHRM-CP a plus.

Supervisory Responsibilities:

- None

Mathematical Skills:

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to apply concepts such as fractions, percentages, and proportions to practical situations.

Physical Demands:

- Simple grasping and fine manipulation, sitting at a desk, and using a computer and telephone for extended periods of time.
- Intermittently twisting to reach objects near the desk, standing, walking, bending reaching and occasionally lifting or moving objects which may weigh up to 25 pounds.

Work Environment:

This job is mainly conducted in an open office environment where noise and temperature variations are minimal. Teleworking may be available approximately 2 days a week; however, this may change based on department and organizational meetings and trainings that may need to occur in person. This role may include traveling to properties within SAHA's portfolio depending on any investigation needs, events or trainings. This role may also include peaks of stress related to urgent employee relations matters.

This job description is not inclusive of all responsibilities, skills, requirements, efforts or working conditions associated with this position. While this job description is intended to be an accurate reflection of the current position, management reserves the right to modify the position or to require that other or different tasks be performed when circumstances change. This job description replaces all previous descriptions for this position.

At SAHA, we are committed to working towards Equity, Diversity, and Inclusion every day.

We believe that every person deserves a home and that our staff should reflect the diversity of the communities we serve. As an equal opportunity employer, we seek to foster an environment that values and respects the differences of our staff because we know that as an organization we are stronger and benefit from the experiences and perspectives that only a diverse and inclusive community brings.

Satellite Affordable Housing Associates is an Equal Opportunity Employer.