

Northeast Ohio Regional Sewer District (NEORSB) Director of Human Resources

The Organization

The year 2019 has been a year of celebration across the Northeast Ohio region after 50 years of progress of a “river reborn,” a healthier river and anticipation of an even more vibrant Cuyahoga River future. The Regional Sewer District was formed in the wake of the 1969 river fire, but beyond the effort to better manage sewer infrastructure, the creation of the Northeast Ohio Regional Sewer District (NEORSB) has been the means by which Cuyahoga River health could be restored.

Protecting the Cuyahoga River for the next generation includes a combination of gray infrastructure, green infrastructure, policies, and practices that prioritize both public health and the environment against many challenges. NEORSB has been a committed and engaged partner and leader in the community for decades, working for clean water in the Northeast Ohio Region.

The Northeast Ohio Regional Sewer District (NEORSB) is a public utility district serving most of Cuyahoga County and a portions of Lake, Lorain, and Summit Counties in the U.S. State of Ohio. The district manages three wastewater treatment facilities and all the interceptor sewers in the service area. It is also responsible for maintaining the quality of water that is released into public waterways including Lake Erie and the Cuyahoga River, both from stormwater runoff and sanitary sewage.

The Opportunity

With over 800 employees NEORSB has been named among the region’s top workplaces, among the state’s most fiscally responsible agencies, and is nationally recognized as a peak performance organization in water quality. NEORSB has been recognized as a NorthCoast 99 Great Workplace and has been a 3-time Top Workplace award winner.

The vision of NEORSB is to “be the environmental leader in enhancing quality of life in the region and protecting its water resources.” The story of NEORSB has been of great people making possible a river’s rebirth, ensuring a greater Great Lake.

We are searching for a collaborative Human Resources Director and partner to the senior leadership team who will continue the legacy of NEORSB and take the great and mission-driven people of the organization into the next decade, ensuring that the burning river story is “never forgotten” and “never again.”

The Position

The Director of Human Resources will report to the CEO, coordinate implementation of services, policies and programs, and will serve on the senior leadership team. The Director will provide the strategic leadership, management and direction of the Human Resources functions, including talent acquisition and selection, classification and compensation, employee training, employee benefits, wellness programs, HRIS administration, employee records, and employee and labor relations.

The HR Director will serve as the organization’s Compliance Officer, ensuring conformity with all personnel laws, rules and regulations at the federal, state and local levels. The HR Director will lead and develop the HR Team and will provide management support across the organization, including serving as liaison to recognized unions at the District.

Key Duties and Responsibilities

The HR Director is responsible for the smooth operation of all the functions that deal with the needs and activities of the organization's people including these areas:

- **Strategic Business Partner** – As a direct report to the CEO and member of Senior Staff, acts as a thought partner and advisor to senior leadership on all matters related to HR, employee/labor relations and talent strategy. Demonstrates a deep understanding of the organization's objectives and is an active participant in strategic planning and execution.

- **Leads and Develops the HR Team** – Leads the staff delivering HR services to the District. Sets goals and priorities in alignment with overall strategic direction. Removes barriers to performance and holds the team accountable. Establishes and monitors appropriate metrics and key performance indicators. Develops and implements plans for staff's development and career advancement. Directs the department's budget and budgeting process.

- **Employee & Labor Relations** – Leads efforts to create a positive workplace culture with the application of strategic employee and labor relations policies and practices and interpretation of all District collective bargaining agreements. Establishes policies and procedures to ensure resolution of issues and disputes. Partners with senior leaders and others to effectively strategize organizational position. Serves as lead negotiator for all union contracts. Oversees Employee and Labor Relations Administrator to ensure effective strategies for resolving grievances and employee disputes. Acts as organization's labor spokesperson at various meetings with union and management. Works with Finance and Senior Leaders to ensure organizational philosophy and organizational finances are considered when initiating change. Serves as Grievance Officer, for all applicable grievances including policy grievances. Works directly with the organization's Law department.

- **Total Rewards Strategy** – Leads the strategy, analysis, communication, and implementation of organization's benefits and compensation programs. Establishes salary structure, pay policies, designs annual and long-term incentive plans, employee benefits programs and services, and organization's health programs. Monitors for effectiveness and cost containments, including base, incentive, and compensation programs as well as a leading-edge medical plan program including a consumer-directed, value-based health plan.

- **Talent Acquisition & Workforce Planning** - Directs and oversees the effective delivery of timely deployment and acquisition of talent for all facets of the District. Develops and ensures implementation of local and nationwide recruiting plans, using traditional recruiting strategies and innovative new approaches. Builds the capacity of staff to identify and successfully screen talent to meet evolving organizational requirements and develop a strong talent pipeline. Oversees the development and maintenance of strong partnerships within the District. Ensures staff leverages internal and external recruiting resources to attract and identify talent and create awareness of the District. Oversees and ensures talent acquisition staff maintains strong knowledge of best practices. Ensures talent acquisition staff effectively works with HR partners and managers to develop staffing plans, hiring forecasts and strategies. Ensures the talent acquisition and selection processes are up-to-date and effective.

- **Learning & Performance Management** – Directs the team responsible for performance management, learning and development. Oversees the implementation of the organization’s performance management initiative ensuring that the process is effective and consistently implemented across the District. Aligns organizational learning programs to address performance and workforce qualification needs. Facilitates the development of managerial capacity across the organization.
- **HRIS and HR Administration** - Directs and oversees the effective execution of the District’s Human Resources Information Services, Information Management, and HR processes related to HR administration. Oversees the HRIS Administrator in the development and execution of long-term strategy (hardware and software) which ensures that the operation and HR management have the critical HR information to manage effectively, to drive down transaction costs, and to ensure quality of work and administration of data processing. Ensures the HRIS Administrator effectively manages data integrity and the administration of data processes. May operate as a spokesperson for HR while interacting with the information technology group to determine appropriate system-related solutions (analysis, reports, modeling, predictive study, historical, forecasting, etc.) to provide cost effective solutions to organizational problems and organizational process engineering. Ensures the effective management of aspects of the District’s HRIS.
- **Other Areas** - Directs all other areas of Human Resources including the Occupational /Workers’ Compensation and Employee Services functions. Serves as lead in solidifying HR services to ensure appropriate delivery. Advises Senior Leaders regarding effective HR approaches and realistic outcomes. Establishes and ensures the accomplishment of HR metrics and outcomes.
- **Compliance** - Ensures that all personnel practices are following state and federal laws and regulations and Board policy. Ensures compliance with all existing reporting requirements, including any related to the Equal Employment Opportunity (EEO), the Americans With Disabilities Act (ADA), and the Family and Medical Leave Act (FMLA). Develops, recommends, administers and communicates policies and procedures to guide all phases of human resource administration. Directs a process of organizational planning that evaluates structure, job design, and manpower forecasting throughout the company.

Qualifications

Education and Knowledge:

- Bachelor’s Degree in HR Management or related field.
- Knowledge of strategic HR practices and best practices in Human Resources.
- A Master’s Degree is preferred.
- Experience with Human Resource Management Systems preferred.

Experience:

- At least 10 years progressive human resources generalist experience with more than five years at senior management level.
- Experience must include five (5) years of in managing a team and leading projects, and/or processes.
- Experience in a union environment driving strategic labor relations with union contract negotiations strongly preferred.
- Experience must include responsibility for the full scope of human resources activities.

Competencies:

- Organization and planning skills, able to work at a detailed level and handle multiple priorities.
- Collaboration skills, able to build high performance teams through interpersonal relationships.
- Ability to find creative solutions and make good decisions based on experience and analysis.
- A high level of professionalism, ethics, and confidentiality, able to build and earn trust.
- Strong oral and written presentation skills with the ability to communicate and influence at all levels of the organization and within the community.
- Ability to develop people, coaching people in their current roles to improve performance and prepare them for future roles.

Other Requirements:

- Candidate must possess a valid driver's license with a driving record in accordance with the District's acceptable guidelines.

Selection Process

Dise & Company will review all résumés and other documents submitted to it. Appropriate candidates will be contacted by a member of the recruiting team for telephone screening. Any candidate selected for a face-to-face interview will be asked to prepare a letter of intent.

Please apply via this job posting in complete confidence.

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