



HUMAN RESOURCES OPERATIONS MANAGER

Portland, Oregon

**We're seeking
a passionate
change agent**



Metropolitan Group

the power of voice



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About Metropolitan Group: A Social Change Agency

Metropolitan Group **brings more than 33 years** of helping the world's change agents create social impact. We are a full-service strategic and creative agency that builds the power of voice and resources of the people, organizations and communities that drive social change. Since 1989, we've worked exclusively on behalf of mission-driven organizations, including many of the world's leading nonprofits, foundations, public agencies and socially responsible businesses. For more information visit www.metgroup.com.

We are a Certified B Corp and have been recognized by the independent nonprofit B Lab as being one of the top 10 percent of companies worldwide for social impact. Metropolitan Group has offices in Chicago; Portland, Oregon; San Francisco; and Washington, D.C.; and a sister company, Impacto Social Metropolitan Group, in Mexico City.

Recent Clients Include: NASA, U.S. EPA, USDA Forest Service, The Kresge Foundation, Ford Foundation, Earthjustice, Environmental Defense Fund, The Rockefeller Foundation, Robert Wood Johnson Foundation, American Heart Association and many other social impact organizations.

We offer a range of services within **integrated practice areas:**

- **Organizational Strategy and Innovation:** Create visionary and actionable plans, grow values-based organizational cultures, build capacity, systems and skills—including around justice, equity, diversity and inclusion—and design evaluation and learning.
- **Strategic Communication:** Brand social purpose organizations and connect with people's core values to change narratives; build public will; advocate for behavior, practice and policy change; and promote new social norms.
- **Intercultural Engagement:** Ensure resonance in communication with cultural context at the forefront, enable diverse stakeholders to exchange ideas and discover shared interests, and craft solutions together across cultures to create a more just and sustainable world.

For more information visit metgroup.com.

Metropolitan Group crafts strategic and creative services to amplify the power of voice of change agents in building a just and sustainable world.

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Position Summary

The Human Resources Operations Manager is responsible for the day-to-day fundamental aspects of the agency's HR operations, including payroll, benefits administration, HRIS administration, hiring, employment and retention management, and employment law and compliance. This position will collaborate with teams across the agency and requires a strong analytical thinker who is proactive, organized and team oriented.

General Responsibilities Include, But Are Not Limited To:

PAYROLL MANAGEMENT:

- Implement, maintain, and review payroll processing systems to ensure timely and accurate processing of multi-state payroll transactions, including salaries, benefits, garnishments, taxes and other deductions.
- Prepare and maintain accurate records and reports of payroll transactions, including journal entries in the accounting system.
- Ensure compliance with federal, state, and local payroll, wage laws and best practices.
- Identify and recommend updates to payroll processing software, systems and procedures.
- Administer HRIS/Payroll system.
- Manage employment verifications.

BENEFITS ADMINISTRATION:

- Administer various employee benefits programs, such as group health, flexible spending accounts, dental and vision, accident and disability, life insurance, 401(k) and wellness benefits.
- Conduct benefits orientations with new employees and manage the annual open enrollment process.
- Maintain employee benefits filing systems, and ensure benefits changes are entered appropriately in the payroll system for payroll deductions.

- Assist employees with health, dental, life and other related benefit claims as needed.
- Advise and inform employees of changes and developments related to benefits including eligibility, coverage and provisions.
- Administer COBRA.
- Assist COO in obtaining statistics and information in the renewal process of any health, life and retirement plans that benefit the agency.
- Manage ACA benefits reporting.
- Ensure the agency is in compliance with insurance plan requirements and applicable provisions of COBRA and ERISA.

HIRING, EMPLOYMENT AND RETENTION MANAGEMENT:

- Along with COO and other team members, manage recruitment efforts for the agency, including interviewing and ensuring position descriptions are regularly reviewed and updated as duties change and roles evolve or are created.
- Manage and maintain employee personnel records.
- Manage and maintain employee performance review and promotion processes.
- Manage and maintain employee leave policies and balances.
- Manage employee handbook updates.
- Manage employee recognition programs.
- Perform other duties as assigned.

OPERATIONS SUPPORT:

- Serve on relevant committees and task forces as requested.
- Develop reports, analysis and forecasting on HR and operations related needs as requested.
- As part of the operations team, support AR/AP activities as needed.
- Manage Certificate of Insurance (COI) requests and business registration compliance.
- Serve as part of the Operations Team managing key projects as requested.

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Requirements

- At least seven years of human resource experience with demonstrated progression in levels of responsibility.
- Demonstrated experience processing payroll in multi-state jurisdictions (preferably in states without cooperating agreements).
- Demonstrated understanding of the flow of transactions in an integrated and automated payroll accounting system.
- SHRM Certified Professional (SHRM-CP), SHRM Senior Certified Professional (SHRM-SCP), HRCI Professional in Human Resources (PHR) or HRCI Senior Professional in Human Resources (SPHR) certification is a plus (but not required).
- Intermediate to expert level experience with Microsoft Excel.
- Ability to maintain strict confidentiality and exercise extreme discretion.
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Thorough understanding of employment laws as warranted.
- Ability to comprehend, interpret and apply the appropriate sections of applicable laws, guidelines, regulations, ordinances and policies (including and not limited to: ACA, ERISA, COBRA, FMLA).
- Strong analytical and problem-solving skills.
- Strong, demonstrated and consistent project management experience.
- Demonstrated commitment to advancing equity, diversity and inclusion.
- Experience working with diverse intercultural teams and communities.
- Ability to work independently and collaboratively.
- Bilingual or fluency in other language(s) is preferred but not required.
- Must be authorized to accept employment in the U.S.

We encourage all applicants, irrespective of gender, race, religion, age, sexual orientation or gender identity, disability or other identities. We encourage candidates with less traditional backgrounds and experiences to apply—even if you don't believe you meet every requirement outlined above.

Expectations

- Possess excellent business administration, financial and analytical capabilities.
- Be a team player and excel at team-oriented problem solving.
- Demonstrate an excellent work ethic.
- Contribute positively to the psychological safety of an intercultural environment.
- Support and embody the organization's mission, values, goals and operating principles.

Hours

Professional hours of 40 – 45 hours per week, as well as any additional time necessary, depending on client deadlines and internal projects.

Compensation

The human resources operations manager is a full-time exempt position. The base starting salary for this position is \$70,000 per year, plus profit share and incentives, and is negotiable depending on experience and commensurate with MG/ISMG compensation structure.



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Benefits

- All employees are eligible for bonuses based on individual and company performance.
- MG has a profit share program and distributes 20 percent of profits to employees based on an allocation formula. Employees are eligible after a full year of employment.
- Employer-paid medical/vision insurance on the first of the month following employment start date.
- Dental insurance paid at 50 percent by the employer on the first of the month following employment start date.
- Employer-paid life, short-term and long-term disability insurance plans available on the first of the month following employment start date.
- Flexible Spending Account.
- Monthly transportation and cell phone allowance.
- Charitable contribution match of up to \$100 per year.
- Professional development program.
- Fifteen paid vacation days per year after the first 90 days of employment, plus one additional day accrued for each year of employment (up to a total of 20 total vacation days).
- Ten days of wellness leave available per year, accruable up to 20 days.
- One month (30 days) paid sabbatical eligibility after each seven years of continuous employment.
- MG paid holidays off: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, day after Thanksgiving, Christmas Day and one personal holiday of choice.
- MG to reimburse for work-related expenses (e.g., mileage at IRS rate).
- 401(k) retirement plan: You are eligible to participate in this program on the first calendar quarter after six months of full-time employment. As a participant, you may make tax-deferred contributions into the plan up to the maximum allowable amount. MG will make an annual contribution equal to 3 percent of your compensation while you are a participant in the plan.

Equal Opportunity Employer

At Metropolitan Group, we know that diverse backgrounds, experiences and cultures strengthen our work and our workplace. We strive to create an intercultural workplace through greater recognition, understanding and appreciation of a broad range of differences among individuals and groups within society, and to incorporate an intercultural perspective in our work.

Application Information:

To apply, please fill out the following application [here](#). If you have any questions or concerns send an email to JoinTheTeam@metgroup.com.

Anticipated hire date will be in July/August 2022.



metgroup.com

Chicago
Mexico City
Portland
San Francisco
Washington, D.C.

STRATEGIC COMMUNICATION INTERCULTURAL ENGAGEMENT ORGANIZATIONAL STRATEGY AND INNOVATION

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