

**PLEASE POST**

**PLEASE POST**

**MASSHIRE MERRIMACK VALLEY WORKFORCE BOARD  
POSITION VACANCY NOTICE  
(OPEN TO IN AND OUT OF HOUSE CANDIDATES)**

**POSITION TITLE:** Office Manager

**REPORTS TO:** MassHire MVWB Deputy Director

**JOB GRADE:** 5  
35 hours a week

**HIRING RANGE:** Salary commensurate with experience

**POSITION SUMMARY**

Under the direct supervision of the Deputy Director, the Office Manager will provide a variety of administrative functions and support to assist the Workforce Board (WB) staff with Board governance, resource development, clerical, and programming support. Ensures the accuracy of confidential department files and materials.

The Office Manager will assist fiscal staff to maintain personnel records and will coordinate human resource activities such as job postings, scheduling interviews, employee relations and training, employee compensation and benefits documentation, and other employee and prospective employee services. Drafts workforce development policies and regional personnel policies and is responsible for the maintenance and upkeep of policies and other relevant procedures. Ensures regional Equal Opportunity/Affirmative Action and ADA/AA compliance and acts as the Grievance Officer for workforce development staff and customer complaints.

**DUTIES & RESPONSIBILITIES**

**ADMINISTRATIVE SUPPORT:**

- Assist the Executive Director in preparing the agenda and materials for all board and committee meetings. Posts meetings and sends materials.
- Provide reporting function at all meetings, including posting of meetings.
- Take meeting notes and publish meeting minutes.
- Work independently on special projects at the request of the Director level staff which may include planning and coordinating multiple tasks and disseminating information.
- Assist with the development and implementation of planning documents.
- Support proposal preparation through coordinating support letters and / or Memos of Understanding with partners, employers, and organizations.
- Assist in collating and sending funding proposals.
- Perform administrative functions according to standard administrative procedures and in conformance to standards.
- Provide administrative support to the WB Staff and the Board.
- Maintain the Master File System.
- Perform general clerical duties; answers telephones, photocopies, gathers correspondence and other documents.
- Order and maintain supplies inventory.
- Communicate facilities requests to appropriate parties.
- Provide support to program managers to ensure efficient functioning of MMVWB workforce development programming.

- Assist in organizing customer paper files.
- Maintain online files and file structure.
- Help enter customer data into MOSES and / or the program specific database.

#### **HUMAN RESOURCES SUPPORT:**

- Coordinate personnel policy and workforce development manual updates to ensure compliance with all Federal, State, Municipal and Regional revisions.
- Maintain a positive workplace environment by promoting the equal enforcement and consistent application of personnel and other policies.
- Be responsible for all Benefit Administration and work with directors and staff to resolve benefits issues.
- Reconcile the Retiree Report with the City of Lawrence and the Lawrence Retirement Board records on a monthly basis ensuring all active retirees are listed with their current health and dental plans and deduction amounts, making changes as they occur.
- Ensure staff who have elected voluntary plans that the City of Lawrence offers such as Short Term Disability, Long Term Disability and other optional plans are accounted for, listed with the proper vendor, and the correct premium amounts are deducted from their pay.
- Facilitate all Flexible Spending Account plans for staff tracking their chosen health and dependent deductions, ensure payroll is informed of the correct amounts to deduct, make any yearly changes with current or newly enrolled employees.
- Resolve benefits issues staff may encounter and ensure accuracy while making any changes during Open Enrollment or when Qualifying Events occur.
- Act as the Equal Opportunity/Affirmative Action/Americans with Disabilities Act Amendment Officer and as Harassment Officer and FMLA Officer.
- Coordinate the personnel recruitment process to ensure policy compliance. Aid directors with the prospective employee interview schedules and the selection process as requested.
- Work with local media to ensure that new workforce development jobs are posted and circulated in area newspapers and alternate media outlets.
- Conduct new hire orientation on personnel policies and employee benefits. Ensure the correct completion and submission of all necessary new employee documents and forms.
- Assist with youth employment programs by providing orientation, work injury reporting, and child labor law information to youth participants and employers.
- Coordinate the Volunteer and Internship Programs as directed.
- Manage Alternate Work Schedule and Flex Time processes, requests, and documentation.
- Track staff probationary period and other evaluations and work with directors and managers for the timely execution of all evaluations.
- Coordinate reductions in force, disciplinary, probationary, terminations and other change-of-status personnel actions and ensure that all relevant documentation is obtained and filed.
- Represent regional workforce development in Unemployment Insurance Appeal Hearings to ensure that facts are documented; act as the liaison between the Agency's UI vendor representative and management to prepare for hearings.
- Hear, investigate, and resolve staff complaints and disputes. Act as an advocate who fosters employee motivation, satisfaction, and open communication.
- Investigate grievances filed by vendors.
- Serve as Unified Complaint Officer to hear and investigate grievances filed by customers and staff. Investigate and determine facts and report results and possible resolutions to management. Preside over hearings as directed and record decisions. Report quarterly to the State as appropriate.
- Act as the point of contact for facilities related issues.
- Report staff and customer workplace injuries; process appropriate documentation and record and track its status; facilitate Workers Compensation procedures as needed.
- Deliver personnel training programs to employees on an as needed basis and maintain the staff training data, recording all internal and external training that staff has attended.
- Collaborate with directors for management training and team building.

- Manage health and safety committee initiatives ensuring a healthy and safe work environment. Coordinate CPR & 1<sup>st</sup> Aid Training for safety committee members and ensure certification renewal as needed.
- Maintain memberships and strong working relations with Human Resources networks to stay abreast of policy changes and human resource trends.
- Advise and assist directors and managers in carrying out the Progressive Discipline Action Policy. Maintain records of action taken; assist in delivering disciplinary action to employees.
- Recommend application/employment package improvement strategies and/or corrective actions and make recommendations for staff development and training.
- Verify employability of all new hires using the E-Verify system; assure the proper identity of all hires, including all Youth program participants.
- Initiate and maintain insurance policies and lease agreements on an as needed basis.
- Perform other duties as requested by Director level staff.

**QUALIFICATIONS:**

Bachelor’s Degree in Human Resources Management or related field preferred. A minimum of five years of experience administering and managing human resource activities, personnel policies and employee benefits, preferably in a Workforce Development organization. Must be experienced in employee recruitment, grievance procedures and in employee compensation programs. Labor relations experience that includes a working knowledge of applicable laws and issues related to discrimination, harassment, EEO, FMLA and ADA/AA issues is also required. Knowledge of public sector labor issues is strongly preferred. Excellent organizational and communication skills. Knowledge of the role, function, and operation of a board of directors in a publicly funded organization.

Must have excellent communication and interpersonal skills including team building, conflict management and problem-solving techniques and be able to maintain a high level of confidentiality. Demonstrated ability to handle multiple tasks simultaneously, with attention to detail. Must be computer literate and capable with Microsoft Word and Excel. Must be able to work well with minimal supervision, tight timelines, and under pressure. Must protect the confidentiality of information processed as a normal routine of the position. Experience with the MOSES system strongly preferred. Bilingual Spanish / English a plus.

Must be able to work independently, multi-task and meet deadlines. Must possess a valid driver’s license, have own transportation and be willing to work weeknights and Saturdays if called to do so.

**POSTING DATE:** September 16, 2021

**APPLICATION DEADLINE:** Until filled

**PLEASE SUBMIT RESUME TO:** Beverly Stopyra, Human Resources/Quality Assurance Manager  
MassHire Merrimack Valley Workforce Board  
255 Essex St., 4<sup>th</sup> Floor  
Lawrence, MA 01840

**PLEASE SUBMIT COVER LETTER AND RESUME TO: [bstopyra@masshiremvwb.org](mailto:bstopyra@masshiremvwb.org)**

**EQUAL EMPLOYMENT OPPORTUNITY**