

## **JOB TITLE: HUMAN RESOURCES MANAGER**

The Springfield Water and Sewer Commission (Commission) is seeking versatile and motivated candidates for a Human Resources Manager at our Bondi's Island facility in Agawam, MA. This exempt position oversees all HR functions for approximately 250 employees, including recruiting, onboarding, leaves of absence, worker's compensation, employee relations, union negotiations, performance management, policy implementation, and training. This role supports bargaining and non-bargaining employees in both office and field environments at a variety of work locations at the largest water utility in Western Massachusetts.

The Commission is currently in the initial stages of implementing an unprecedented \$550 million capital improvement program, which presents numerous opportunities for strategic restructuring and recruitment. The successful candidate will bring a dedication to public service, adaptability to evolving priorities, curiosity to present and pursue new approaches/ideas, and the proven ability to cultivate strong working relationships both within the Commission and the community it serves. This position offers significant room for professional growth and the opportunity to shape the region's next generation of essential water and wastewater professionals.

**About SWSC:** SWSC was established in 1996 as an independently operated and managed regional water and wastewater utility that provides retail and wholesale water and sewer service to approximately 250,000 customers across multiple communities in the lower Pioneer Valley. The SWSC has approximately 250 employees that operate and maintain a system of one thousand miles of water and sewer pipe, treatment plants, reservoirs, watershed land, dams, and other critically important infrastructure that serves the public.

**Mission Statement:** SWSC's mission is to provide an uninterrupted, high-quality supply of water to our customers, to collect and treat wastewater, and return clean water to the environment.  
[www.waterandsewer.org](http://www.waterandsewer.org)

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Develops, recommends, creates, and administers human resources policies.
- Stays abreast of all state and Federal regulatory changes and maintains/updates handbook on employee policies and procedures.
- Performs benefits administration to include open enrollment, new hires, and employee changes for all standard and voluntary benefit programs. Maintain positive working relationships with benefit vendors.
- Conducts recruitment efforts for all exempt and non-exempt personnel, interns and temporary employees, including advertisements, pre-screening, interviews, job offers, and onboarding of new staff. Coordinates internal job postings for vacancies and promotional opportunities, coordinates interviews, and adheres to CBA requirements for interview documentation.
- Oversees and manages all programs associated with leaves of absence, including FMLA, SNLA, etc. Processes all relevant documentation in compliance with regulations and makes determination based on eligibility standards.
- Oversees and manages all workers compensation claims. Creates approval for initial care with medical provider, submits all claim paperwork, communicates with employee and workers compensation vendor to maintain updated return-to-work status, and manages any complex issues that arise.

- Oversees all documentation and processes relative to CDL employees, including management of random drug testing program, reasonable suspicion testing, driver qualification files, etc.
- Reviews and updates job descriptions as necessary, seeking appropriate approval.
- Conducts salary surveys and analyzes compensation.
- Manages the employee evaluation program and revises as necessary.
- Recommends new approaches, policies, and procedures to effect continual improvements in efficiency of department and services performed.
- Reviews clerical and personnel records to ensure completeness and accuracy.
- Authorizes payroll for transmittal. Assists in resolving payroll issues. Weekly audit of payroll changes.
- Establishes and maintains effective working relationships with all employees.
- Responsible for all union-negotiated items to ensure they are maintained and fairly implemented.
- Advises employees on Commission policies and procedures.
- Oversees employee progressive discipline including disciplinary hearings and makes appropriate recommendations to the Executive Director. Must perform and document thorough and effective investigations.
- Responsible for negotiating union grievances to a successful outcome.
- Maintains working knowledge of Federal and Massachusetts laws and regulations pertaining to the employer, employee, and the workplace environment.
- Oversee, manage, and mentor subordinate HR employees.
- Performs related work as required.

**REQUIRED SKILLS:**

To perform this job successfully, the individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required for this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must have a working knowledge of Microsoft Office Suite, such as Outlook, Word, Excel and PowerPoint. Experience with Checkwriters preferred.
- Must be familiar with a variety of Human Resources concepts, practices, and procedures.
- Must possess problem solving and decision-making abilities. Able to utilize professional experience and judgment to plan and accomplish goals, which would include identifying, researching, and resolving problems.
- The individual must have the ability to express oneself clearly and concisely both orally and in writing. Must have the ability to represent the Commission effectively in internal and external meetings.
- Must be skilled in using independent judgment and analyzing situations accurately and expeditiously. Must have the ability to establish and maintain effective working relationships with peers and those contacted in relation to Commission matters.
- Must be able to effectively manage staff and ensure all departmental functions are being performed.
- Must be able to collaborate with Commission leadership and legal team as necessary.
- Must have a valid Driver's License

**EDUCATION AND EXPERIENCE:**

- The individual must possess a bachelor's degree in business administration or similar field of study; Master's degree is desired. Equivalent experience combined with education will be considered.
- HR certification (PHR, SPHR) strongly preferred
- In addition, the individual should have at least (5) five years of experience in the field of Human Resources, preferably in a leadership capacity, including management of FMLA, workers compensation, recruiting, benefits and employee relations.
- Experience in union negotiations and union contract maintenance strongly preferred.

Qualified candidates should send their resume and cover letter with salary requirements to [jennifer.kerr@waterandsewer.org](mailto:jennifer.kerr@waterandsewer.org)

EOE/AA