

Bucknell University is looking for an HR Manager who is principled, resilient, and innovative who can work in a fast-paced environment reliant on deep HR knowledge, emotional intelligence and influencing skills rather than on formulaic thinking and rigid processes. This position will manage an HR Generalist and our Instructional Designer/Trainer. If characteristics like dynamic, flexible, creative, adaptable, problem-solver, critical thinker, effective communicator and presenter describe you, we'd like to hear from you. Bucknell's HR team is a dynamic, consultative, solutions-oriented group that supports the full engagement of the Bucknell Community. We analyze each situation on its own merits and evaluate it against institutional priorities and HR/Bucknell best practices to arrive at solutions that support the important teaching and research mission of the University. This is a full-time, benefits-eligible, exempt position.

The Human Resources Manager provides leadership and direction for a team of HR professionals involved in meeting a variety of human resources and learning and development needs of the Bucknell Community. Working primarily with staff, the position also supports faculty as appropriate. The Human Resources Manager focuses its efforts around the following broad areas: Learning and Organizational Development; Employee Relations; Policy Development; Performance Management; Training Design, Development, Delivery and Evaluation; Orientation; Leadership Development; Recognition; Complicated Leaves of Absence (e.g. FMLA, ADA and their intersection with employee relations), and may assist in other functions as requested to fully support the human resources division at Bucknell. This position reports to the Director of HR Services and works collaboratively with other HR staff, division and department leaders and individuals across campus in planning, implementing and evaluating these important initiatives. This position is key in helping to ensure that Bucknell's programs, policies and practices support the University's strategic plan including its diversity, equity and inclusion initiatives. Supervise direct reports to effectively accomplish the job duties and responsibilities detailed below.

Job Duties:

- Learning and Organizational Development
 - o Develop long- and short-term plans for the strategic learning and development needs of the University in a manner that supports all phases of an employee's lifecycle and successfully addresses key populations and constituents (new and established staff, new supervisors, leaders, front line staff, those further in their career, etc.)
 - o Coordinate and/or conduct employee engagement and assessment activities to assist in determining the University's learning and development needs
 - o Develop and support succession planning strategies to cultivate an environment where employee transitions are smooth and reflective of opportunities to grow existing staff while balancing the need to introduce new and diverse knowledge and approaches into the organization
 - o Provide organizational development consulting to department/division leaders including engaging in conversations to conduct comprehensive staffing reviews to assist with reorg strategies, staffing goals, learning needs, etc.

- Employee Relations
 - o Manage ongoing employee relations events by assigning or conducting timely and thorough complex investigations around employee behavior, performance, conduct and other work place issues in a manner that supports and balances the needs of individual employees, supervisors and protects the business needs of the university

- o Evaluate or prepare summary or detailed reports following investigations and recommend appropriate employment action to maintain a productive, safe, healthy work environment
- o Advise managers on coaching strategies or progressive discipline options, maintaining compliance with University policies, procedures and applicable regulatory requirements.

- Policy Development

- o Assist in the research, development and writing of policies, guidelines, procedures, forms, etc.
- o Oversee or conduct education and training programs to assist campus constituents with interpretation and application of policies and procedures
- o Develop and implement communication and change management strategies to effectively promote and disseminate information to campus constituents
- o Seek information and input from individuals, committees or campus partners such as the OMG, HR Roundtable, USPC, etc. as appropriate
- o Identify and maintain policy management systems and practices

- Performance Management

- o Manage the University's performance management program and associated systems. Assist the Director and other HR Services team members in evaluating, implementing and reviewing performance management systems, processes, and procedures.
- o Actively engage with managers to promote effective performance conversations as well as periodic performance reviews in accordance with University policy.
- o Support direct reports in the performance review process to make the performance management process helpful and beneficial to employees, managers, and the University.
- o Collaborate with the Compensation Manager on the intersection between performance and merit.

- Training Design, Development, Delivery and Evaluation

- o Serve as the liaison between Bucknell's Instructional Designer and HR Generalist to assist in strategically meeting the University's L&D needs.
- o Assist in the identification of learning systems, manage project teams charged with evaluating and selecting learning and development products that fit with the Educate Develop Grow Evaluate (EDGE) system such as Cornerstone's LMS, Linked-In/Lynda training, etc.
- o Pilot and evaluate course content to ensure material is instructionally sound and supports intended learning objectives in order to achieve the desired business results
- o Assess, design, deliver, implement and evaluate learning solutions that help the organization prepare for growth, change, and continuous improvement.
- o Utilize a variety of learning methodologies to most effectively relate material to a diverse audience.
- o Oversee the evaluation, design, development or purchase of learning and delivery strategies including leader guides, participant guides, learning activities, job aids, story boards, video scripts, design documents, e-learning modules, pre-work, post-work and train-the-trainer materials to facilitate learning, promote behavioral change and drive organizational performance goals by applying sound instructional design techniques that accommodate adult learning styles.
- o Develop partnerships and identify subject matter experts (SMEs) who can assist in meeting the University's learning and development needs
- o Facilitate training sessions via classroom instruction and online instruction/support tools. Incorporate

a variety of instructional strategies and applications as appropriate.

- o Assist in developing and supporting a campus-wide group of trainers and facilitators.
- o Evaluates and recommends non-University training programs and providers including speakers, seminars, conferences, webinars to meet L&D goals.

- Orientation and Retention

- o Evaluate the effectiveness of the employee orientation programs for new staff and supervisors
- o Review and administer the resignation/exit evaluation process to identify trends, problems, successes. Provide reports/information to Director of HR Services, VP HR, OMG, and/or specific division/department leaders based on exit data to assist in minimizing turnover, maximizing retention and improving working conditions
- o Support HR team members involved in the orientation process

- Leadership Development

- o Advise University leadership and assist direct reports in developing, planning, presenting, and evaluating learning and development programs to enhance and support the core competencies of leadership, performance management, team building, communication, supervisory skills, strategic thinking and planning, diversity, equity and inclusion, recognition, customer service and staff development
- o Monitor the effectiveness of current programs such as Successful Supervisor series (S-2), Emerging Leaders, HELI, New Supervisor Orientation, and develop new programs to meet the University L&D goals

- Recognition

- o Maintain oversight for programs that recognize the performance of individual staff members or teams such as the Geiger-Zeller awards and Maxwell awards
- o Collaborate with members of the University Staff Personnel Committee (USPC) to evaluate nominees to be presented to the Operations and Management Group (OMG) for selection
- o Identify additional recognition strategies or programs to help maintain a reward and demonstrate appreciation and value of staff and departments across campus

- Complicated Leaves of Absence (e.g. FMLA, ADA and their intersection with employee relations)

- o Assist with the interpretation and administration of all leave programs and policies in accordance with applicable federal and state employment laws and university policies
- o Manage the administration of complex leaves of absence such as those that intersect with employee relations
- o Support members of the Benefits and HRIS team with the day to day administration of all leaves of absence including Family and Medical Leave (FMLA), American's with Disabilities Act (ADAA, personal leaves of absence and short/long-term disability leaves
- o Provide support to Benefits and HRIS team in collaborating with, educating and supporting department managers and employees with questions about leaves of absence. Serve as a resource and liaison for communication and training as applicable

- Miscellaneous

- o Prepare and administer the University Learning and Development budget

- o Support and contribute to the University's commitment to diversity, equity and inclusion
- o Minimize the environmental impact of day-to-day activities and adhere to University policies on sustainability, waste management, resource usage and other environmental and financial sustainability efforts
- o Perform other duties as required or appropriate

Minimum Qualifications:

- Bachelor's degree
- Five years of directly related HR Generalist experience (e.g. training and organizational development, instructional design, employee relations, policy management, performance management, leave administration etc.).
- Excellent presentation, communication and interpersonal skills
- Knowledge of adult learning, current training, assessment and organizational development models, technology and strategies
- Intermediate level of technical proficiency in relevant applications such as MS Office (Word, Excel, PowerPoint), HRIS or other systems to effectively gather, interpret, organize and present data and information
- Demonstrated sound judgment and critical thinking skills; ability to administer a broad range of tasks including resolving complaints, coaching and counseling managers and staff on policies and procedures
- Ability to collaborate, influence and command the respect and confidence of campus partners and have the capacity to deal with a wide range of relationships and situations
- Strong organizational skills, evidence of self-motivation; demonstrated ability to plan, schedule and work both independently and in teams within a service-oriented organization
- Demonstrated success managing multiple projects and competing priorities while balancing the need for quality with meeting deadlines
- Ability to effectively support and supervise direct reports
- Ability to work independently, meet deadlines, manage multiple, dynamic priorities in a fast-paced environment
- Excellent organizational skills

Preferred Qualifications:

- Master's Degree in a related field (e.g. training, OD, HR, etc.)
- Related Professional Certification (PHR, SPHR, SHRM-CP, SHRM-SCP, ASTD, etc.)
- Experience working in a higher education institution
- Experience working in and training in HR Information or Learning Management systems

Application Instructions: Please apply through Bucknell's career site: careers.bucknell.edu

About Bucknell

Founded in 1846 and located along the banks of the Susquehanna River in historic Lewisburg, Pa., Bucknell University is an undergraduate-focused institution that stands uniquely at the intersection of top-ranked liberal arts, engineering and management programs. Our students choose from more than 50 majors and 60 minors in the arts, engineering, humanities, management, and natural and social

sciences, as well as extensive global study, service-learning and research opportunities. Bucknell's 3,600 undergraduate and 100 graduate students enjoy a low 9:1 student-faculty ratio and exceptional opportunities to collaborate with faculty mentors.

Bucknell's beautiful 450-acre campus includes first-rate facilities and is home to more than 90 percent of its students. Residential life is vibrant with about 150 student-run organizations, 27 NCAA Division I athletic teams, a robust arts culture, and a strong student commitment to community and global service work.

Bucknell is committed to fostering an environment that embraces diversity, equity and inclusion, and we seek candidates who will contribute to a climate that supports the growth and development of a diverse campus community. The University provides equal opportunity without regard to race, color, gender, gender identity, gender expression, sexual orientation, age, religion, national or ethnic origin, marital status, veteran status or disability in admissions, employment and in all of its educational programs and activities. We encourage individuals from historically underrepresented groups to apply.

The Community

Located in central Pennsylvania, Lewisburg features a variety of restaurants, beautiful Victorian homes, the restored art deco Campus Theatre (owned by the University), charming shops and boutiques, and the Barnes and Noble at Bucknell University Bookstore. About 33,000 residents live in the region.

The city of Williamsport is about a 30-minute drive from campus, and Penn State University's main campus is about an hour away, as is Harrisburg, Pennsylvania's state capital. Bucknell is about three hours from New York City, Philadelphia, Baltimore and Washington, D.C.

The cost of living here is low compared to that of major U.S. cities and suburbs. Bucknell's surroundings yield fresh produce, cultural activities and events, and many opportunities for outdoor activity on the Susquehanna River and in the nearby state parks and forests. The Lewisburg Area School District receives excellent reviews for its schools at all grade levels. Lewisburg Area High School is consistently ranked among the top 50 high schools in Pennsylvania for SAT scores and statewide exams.