



400 North Walnut Street
West Chester, PA 19380
484-760-6300

January 2020

POSITION: Business Office and Human Resources Manager

REPORTS TO: Director of Finance

SUPERVISES: N/A

GENERAL SUMMARY: The Business Office and Human Resources Manager (BHR) is responsible for maintaining a high-functioning business office and providing HR leadership. Manages all human resources, payroll, billing, and coordinates human resources activities, such as recruitment processes, discipline/probation, staff development, benefits, training, and employee services.

WORKING ENVIRONMENT: The Hickman, founded in 1891, is a non-profit, personal care community serving people of all backgrounds. Located on an historic campus in the Borough of West Chester known as Quaker Hill, which also houses the West Chester Friends School and the West Chester Monthly Meeting, The Hickman is guided by Quaker principles and tradition, providing individualized care and assistance to older adults who seek a safe and affordable living environment. Our commitment to diversity, equity and inclusion flows from this Quaker identity and our values. Friends believe that each human life is sacred – that there is “an equal measure of the divine in every person.” This conviction has led to more than three centuries of Quaker action to promote equality, respect for difference, and the dignity of all people. The Hickman is committed to making its living community a part of this heritage.

DUTIES AND RESPONSIBILITIES:

FINANCE AND ACCOUNTING

1. Supports accounting, bookkeeping, and financial record-keeping functions and systems, in compliance with Generally Accepted Accounting Principles and adherence to best practices in financial controls.
2. Processes bi-weekly (every 2 weeks) payroll and brings any payroll concerns to the director of Finance.
3. Prepares monthly and ad-hoc financial statements for the Finance Director by request. Stays alert for opportunities to increase efficiency and effectiveness or reduce redundancies and unnecessary expenses -- brings these to the attention of the Director of Finance.
4. Monitors and, on request, reports on restricted and unrestricted funds balances, usages, and income, and ensures that restricted funds are distributed based upon donor restrictions.

5. Processes orders for equipment and supplies. Orders within budgetary guidelines and maintains inventory control.
6. Reviews and manages invoices, handling accounts payable and receivable. (Monitors cash position, informing the Director of Finance of any concerns about adequate cash to meet weekly, monthly and quarterly needs).
7. Supports the preparation of the annual budget for the organization.
8. Negotiates, reviews, and executes contracts with vendors and in compliance with The Hickman's policies.
9. Ensures compliance with local, state, and federal government employment regulations.
10. Maintains the office's desk manuals for Finance, and HR.

HUMAN RESOURCES:

1. Ensures that The Hickman's personnel policies are accessible & in keeping with current best practices, drafts proposed revisions as necessary.
2. Maintains personnel files according to regulations and best practices for this industry.
3. Annually reviews, recommends, and executes contracts for employee benefits and retirement plans.
4. Addresses disciplinary situations and meets with colleagues promptly as needed to discuss and document issues and concerns.
5. Places vacancy postings and manages a recruitment process following The Hickman's commitments to fairness, equity, and inclusion. Trains Directors and Managers in the use of these practices to maintain a deep pool of staff who can lead/participate in excellent search processes.
6. Corresponds with job applicants so that they will be aware of their status during the hiring process/timeline.
7. Conducts background-checks and delivers welcome/orientation to incoming staff as needed.
8. Monitors a schedule of performance reviews for all staff, prompting supervisors to deliver and submit these to HR annually.
9. Promotes personal and professional growth of staff.
10. Every two years, reviews staff compensation in conjunction with organizations of similar size and scope to propose appropriate salary bands and compensation.
11. Conducts exit interviews with outgoing staff members.
12. Other duties as assigned

REQUIRED QUALIFICATIONS:

1. Familiarity with the laws and regulations guiding senior care entities, and their influence on HR practices in this environment.
2. A bachelor's degree in business, accounting, HR or a related field.
3. A minimum of 3 years of experience in the management of a nonprofit business or finance office (5+ years preferred).
4. Demonstrated record of excellent communications skills; interpersonal, by phone, and in writing.

5. Experience and proficiency with software for project management + accounts receivable and payable (ideally QuickBooks). Acumen with creation of spreadsheets and use/creation of formulas; credit adjudication and lending management system software; and financial accounting, analysis and reporting software.
6. Competence with Microsoft Office suite (especially Excel).
7. Demonstrated leadership skills; complex problem-solving aptitude, sound judgment and decision making, commitment to confidentiality.
8. Warm and approachable manner, excellent deep listening skills.

DESIRED QUALIFICATIONS:

1. Demonstrated experience with prompt and meticulous record keeping.
2. Interest in pursuing emerging best practices and keeping informed on industry and regulatory expectations.
3. Experience of 5+ years in an HR environment with more than 100 employees, hourly and salaried.
4. Expertise in laws and regulations governing senior care in PA.

EXPECTATIONS OF ALL HICKMAN EMPLOYEES:

1. A highly welcoming attitude and willingness to provide hospitality for all members of, and visitors to, The Hickman community. Openness to a wide range of personal and cultural practices, and differences of all kinds.
2. Some familiarity with Quaker faith and practices, and a commitment to learning more and/or a willingness to gain, deepen, and nurture such knowledge.
3. Appreciation of the role of Quakerism in the mission of The Hickman, and authentic reverence for seniors here and in society.

TIME EXPECTATIONS:

This is a full-time, exempt position, with rare evening and weekend hours required.

COMPENSATION AND BENEFITS:

\$56,000-\$60,000 yearly compensation, depending on experience.

Generous yearly Paid Time Off including:

- 6 Holidays
- 10 Days Vacation Time accrued in the first year (up to 20 days in the years that follow),
- 4 Sick Days (6 Days for Extended Illnesses)
- 2 Personal Days
- Up to 3 days for Jury Duty
- 3 days Bereavement.
- Reimbursement for continuing education (\$1200 per calendar year)
- Health Insurance that begins upon start of work and includes: Telemedicine; Fitness Program, Tobacco Cessation, and Weight

Management, Nutrition Counseling, Health and Wellness Coaching, Baby & Maternity Program, College Tuition Benefit for family members, Optional Vision and Dental plans (vision plan is free).

- Retirement Savings Plan after one year of service: 4% match
- \$25,000 Max Basic Life and AD&D Benefit
- Pre-tax Flexible Spending Accounts for: Health Care, Dependent Care and Commuter Expenses
- Paid membership in approved professional associations
- Years of Service Award at 5, 10, 15, 20, 25 and 30 Years
- The Hickman is located in the historic Borough of West Chester in southeastern PA. Our campus is a few blocks from various “downtown” restaurants, shops, and parks.
- We try to build a healthy employee community with open lines of communication, and opportunities to participate in trainings and professional development.

NONDISCRIMINATION POLICY: The Hickman appoints individuals without discrimination based on color, ethnicity, race, sexual orientation, class, gender identity or expression, pregnancy, age, national origin, ancestry, ability, marital status, domestic partnership or civil union status, religious affiliation, or any other category protected by law. The Hickman recognizes that some of these categories are social constructs, not rooted in science. Our aim is to be inclusive and affirming.

BACKGROUND CHECKS: The Hickman will conduct a background check for all applicants prior to hire.

INTERESTED? Please submit a current resume, cover letter, & contact information for three references, two of whom are people who have supervised your work (we will not contact your references without checking with your first). Cover letter should address how your qualifications match our needs (please see required and desired qualifications, above) and how you heard about the position. Resumes received without a cover letter will not be considered. Email to hr@thehickman.org and please put BHR and your last name in the email's subject line.

Review of applicants will begin on Feb 20th and continue until the position is filled, with a start date in February or March.