



**Job Title:** Human Resources Director  
**Reports to:** Chief Financial Officer  
**Status:** Exempt, Full Time, Regular  
**Works With:** Controller, Department Directors, and the General Director and CEO

**Job Summary:** The Human Resources Director is responsible for the daily human resources function of the Company and works closely with the CFO in these endeavors. These areas include employee recruitment and orientation, compensation, payroll and benefits administration, employee relations, labor law compliance, company policy creation and administration, and worker's compensation insurance processes. This position works with the Technical Director regarding workplace safety. During times of public health or other crises, works with the CFO and other members of the team to respond to issues and create health and safety policies and procedures as needed.

**Accomplish the objectives of Lyric Opera of Kansas City and the Finance and Administration Department:**

- Support the Company's mission to make Lyric Opera of Kansas City indispensable to the public through transformational opera experiences and broad service which captures the hearts and minds of our communities.
- Manage the Company's human resources function, including recruitment, orientation, employment issues, benefits selection/administration, policies and procedures, payroll administration, and labor union reporting requirements.
- Maintains compliance with federal, state, and local employment laws and regulations, and recommended best practices; reviews policies and practices to maintain compliance.
- Strive to create a culture that emphasizes quality, continuous improvement, and high performance.
- Maintain and present a positive attitude with public, donors and staff.
- Maintain utmost confidentiality of employment records and information.

**Essential Functions:**

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Employer-Employee Relations**

- Work with senior management and department directors and provide support and guidance when complex, specialized and sensitive human resources questions and issues arise. Respond to issues regarding delicate circumstances such as requests for reasonable accommodations, investigating allegations of harassment or wrongdoing, etc.
- Has a leadership role in employee disciplinary meetings, terminations, and investigations.
- Communicate personnel policies to employees and ensure compliance. Update LOKC Personnel Policy Manual as needed and communicate updates to staff.
- Work with General Director/CEO and Director of Production to ensure Anti-Harassment Policy is communicated effectively to all employees and artists.
- Assist employees in all issues including interpersonal, compensation, benefits and other areas as needed.
- Maintain Company organizational chart, staff rosters, and provide staffing information for grant applications as needed.
- Ensure compliance with all collective bargaining agreements regarding human resources, compensation, and disciplinary actions.
- Manage all aspects of the annual employee review and goal setting processes in cooperation with the CFO and General Director and CEO.
- Serve as Co-chair of Diversity, Equity, and Inclusion (DEI) Committee, and works with the committee and others to create and finalize a DEI plan.

### Talent Acquisition, Onboarding and Orientation

- Manage talent acquisition process by collaborating with supervisors to understand the skills and competencies required for openings and to develop recruitment strategies to ensure an efficient hiring process.
- Manage the application process by reviewing resumes/applications, forwarding candidates to hiring departments, contacting applicants, scheduling interviews, and managing post-interview communications.
- Responsible for checking references, communication, and negotiation of offers of employment.
- Responsible for employment eligibility process and confirmation (including form I-9 and E-Verify process)
- Perform new hire orientation for all levels of employees.

### Compensation and Benefits

- In coordination with the CFO, administer Company benefits programs, including Health, Dental and Life insurance, AFLAC programs, FSA program and 403(b) qualified plan.
- Responsible for staff education, communication and processes involving employee benefits.
- Maintain salary history/information of employees, communicating compensation package information to employees and track salary levels by departments.
- Maintain and manage time off accruals in payroll system and communicate as needed with employees.
- Perform periodic audits of time off accruals to ensure accuracy in payroll and payroll app, injury reporting via Worker's Compensation, OSHA compliance, FSA program and 403(b) qualified plan.

### Payroll Administration

- Ensure an accurate and timely processing of payroll compensation for all employees and contractors.
- Work with department directors to ensure accuracy of pay information and timely submission of payroll pay requests.
- Work with Controller to review payroll journal entries for accuracy and posting.
- Review quarterly tax returns, annual filings of W-2s and 1099s and other associated tax filings.
- Provide reports and analytics related to Company retirement plan reporting, annual worker's compensation audit and all associated payroll reporting for labor unions (AGMA, IATSE), grant applications, wage and benefit surveys, etc.
- Manage process of documenting and reporting for all non-resident alien talent.

### Employment and Labor Law Compliance

- Maintain compliance with Federal, State and Local employment laws and regulations, and recommend best practices; review policies and practices to maintain compliance.
- Work with Technical Director and CFO to ensure compliance with CDC and Local guidelines for workplace health and safety issues.
- Manage all aspects of unemployment claims, filings, and audits.
- Consult with CFO and Labor Attorney on high-level issues as needed.

*This job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of this position. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.*

### Competencies:

- Thorough and ongoing knowledge of employment-related laws and regulations, HR best practices and knowledge of and application of Company policies.
- Ability to collaborate with senior and regular staff, professional colleagues, and supporters.
- Excellent interpersonal, negotiation and conflict resolution skills.
- Ability to act with integrity, professionalism, and strict confidentiality.
- Excellent organizational skills and attention to detail.
- Excellent verbal and written communication skills.
- Proficiency in Microsoft Office (including Word, Excel, Outlook, and Power Point)

**Work Environment:** This job operates in a professional office environment. This role is performed sitting at a desk, and routinely uses standard office equipment such as computers, phones, copiers and filing cabinets. Work may require attendance at performances and other Company events. While most work occurs in relation to a long-term plan, will be required to be flexible to changing priorities and additional projects that can require overtime. Must have the ability to manage short term deadlines.

**Physical Demands:** A portion of the work is of a sedentary nature, but filing and other duties are required. This will require the ability to lift files, open filing cabinets and bend or stand, as necessary. Must be able to lift up to 15 pounds.

**Position Type and Expected Hours of Work:**

This is a full-time, exempt, regular position. Office hours are Monday through Friday, 9am to 5pm.

**Required Education and Experience:**

- Bachelor’s degree in Business Administration, Human Resources, or a closely related field.
- Three to five years of experience in Human Resources – including payroll processing.
- PHR and/or SHRM-CP professional HR certification a plus.

**Performance Measures:**

The following are key items that will be utilized to evaluate performance of the work and will become part of this position’s annual performance evaluation document:

- 1) Provide guidance to senior management, directors and employees regarding human resource issues – employment, labor law, company policies and associated matters.
- 2) Manage an accurate and efficient payroll process.
- 3) Maintain effective and meaningful working relationship with Department Directors and other employees.

**Signatures:**

This job description has been approved by all levels of management:

Supervisor: \_\_\_\_\_

HR: \_\_\_\_\_

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of this position.

Employee: \_\_\_\_\_

Date: \_\_\_\_\_