

**Title: Human Resource Manager**

Location: Fort Wayne, Indiana  
FLSA: Exempt

Reports To: Chief Executive Officer  
Revised: February 1, 2025

## **About Us**

GreenWay Bank is a local bank growing to be a leader in providing financial services to the greater Van Wert Ohio and Fort Wayne, Indiana regions. We currently have a retail branch in Van Wert, Ohio and a Commercial Banking headquarters in downtown Fort Wayne.

### **Mission Statement**

GreenWay Bank will be the premier financial partner for individuals, businesses, and communities by delivering exceptional value that enriches the lives of everyone we serve.

### **Positioning Statement**

GreenWay Bank: Exceptional Service. Local Decisions. Community Focused.

### **Core Values**

- **Integrity** – We will always do what is right even when no one is looking.
- **Respect** – We will actively listen, recognize the value of other perspectives, and collaborate rather than compete with each other because we know that to go far, you go together.
- **Accountability** – We take ownership of everything we do and will do everything in our power to make things right
- **Community** – We are committed to providing the highest level of service through the provision of time, talent, and treasure to the cities and towns where we work, and play.
- **Innovation** – We foster a culture of creativity and continuous improvement.

## **Position Purpose**

Responsible for managing all aspects of human resources to include recruitment and retention, payroll, compensation, benefit administration, performance management, employee relations, policy development and administration, and compliance with applicable federal and state regulations. Provides consultation and guidance to management and employees regarding a broad range of work-related matters, creating a positive work environment by adhering to our core values, while enhancing performance. Ensures that procedures, programs, and policies meet all legal regulations and have uniform application throughout the organization. Ensures that the corporate Human Resources Program is designed to attract, equitably compensate, motivate, and retain a stable employee work force with a philosophy of providing fair and equitable employment in an atmosphere of committed management and that technical support is fully communicated to employees, job applicants, referral agencies, and the community.

## **Primary Responsibilities**

To perform this job successfully, the individual must be able to perform each essential duty satisfactorily (the requirements listed below are representative of the knowledge, skill and/or ability needed). Reliable, consistent and predictable performance of the following job duties is required:

1. Work with the board and senior leadership on the development and follow through on succession planning.
2. Serves as a link between management and employees by handling questions and helping resolve work-related problems. As appropriate, counsel employees and managers on conflict resolution and work-related issues.

3. Provides current and prospective employees with information about policies, job duties, working conditions, wages, and employee benefits (including open enrollment materials and deadlines).
4. Administration of payroll and benefits systems/processes, compensation, and performance management systems.
5. Develops and maintains up-to-date, confidential human resource files.
6. Maintains all documentation and produces appropriate reports relating to:
 

Payroll and benefits	Discipline and termination
Personnel files	External communication
Recruitment and hiring	Vendor relations
EEO documentation	Training and development
Corporate Polices & Procedures	Legal compliance
COBRA	Workers' Compensation
FMLA	FLSA
7. Administration of the corporate Employee Assistance Program.
8. Administration of recognition programs (e.g., service anniversaries, etc.).
9. Plans and conducts new employee orientation to foster a positive attitude toward organizational objectives, meeting with new hires to go over required paperwork.
10. Manages HRIS system modules, assists employees with payroll and benefits questions, implements employee eligible benefits with medical, dental, vision, 401(k), disability insurance, life insurance, ESOP, etc., and performs day-to-day office duties.
11. Responsible for assisting with the development of the Human Resource Budget by projecting departmental costs (e.g., recruitment advertising, training and development materials, recognition programs, etc.).
12. Updates and implements all Human Resource policies and procedures, according to corporate, federal, and state legal requirements, and submits for administrative approval.
13. Updates Employee Handbook and communicates new and revised policies and procedures to management and staff.
14. Manages annual job description review process to ensure all positions have a current and accurate job description.
15. Oversees the timely processing of position postings to ensure that all vacancies are announced internally, with adequate time being allowed for employees to apply for transfers and/or promotions. Coordinates all external position postings, and coordinates with various placement agencies.
16. Coordinates the interviewing process by scheduling interviews with selected applicants to meet with the hiring manager as requested. Conducts and reviews background checks for all new hires. Informs applicants of selection decisions, coordinates internal transfers and promotions, and negotiates salaries within established parameters. Initiates formal offer letter/packet.
17. Annually submits EEOC report to the federal government.
18. Administers the corporate Compensation Program by participating in industry market (salary) surveys to ensure that the corporate pay plan is competitive, and ensures that all employee positions are properly documented, with complete and current job descriptions. Reviews and authorizes all payroll salary changes (in conjunction with management) to ensure that corporate pay policies are consistently followed.
19. Oversees the corporate performance review process, including ensuring that management can successfully access and complete reviews using our performance review system/software. Tracks review completion. Sends reminders if performance reviews are not conducted by the corporate deadline.

20. Counsels employees and managers regarding employee relations problems, including supervisory and peer relationships, organizational behavior, communication difficulties, work performance standards, disciplinary actions, and departmental and inter-departmental conflict resolution. Reviews all disciplinary actions to ensure that behavioral and performance problems are adequately documented and communicated within acceptable time frames.
21. Coordinates relevant documentation for unemployment hearings by reviewing termination paperwork and any disciplinary history with supervisor, highlighting key points of information for reinforcement before the Administrative Law Judge. Coordinates managers' testimony, provides testimony on personnel policies and procedures, and presents employee file documents as necessary.
22. Periodically reports employee turnover statistics, new-hire activity, exit interviews, etc. to the Senior Team and the Board as directed.
23. Considers the legal implications of all Human Resource Program developments, interpretations, and operations, ensuring that all personnel actions are consistent with state and federal law (e.g., Fair Labor Standards Act, Equal Pay Act, Civil Rights Act, Age Discrimination in Employment Act, etc.). Reviews legally sensitive or litigious issues with legal counsel. Evaluates new and revised legislation for application to corporate personnel policies and procedures.
24. Maintains professional affiliations and enhances professional growth and development through the continued review and research of current human resource literature and seminars.
25. Participates in company-wide and departmental quality management activities.
26. Participates in training on federal and state regulations applicable to position and adheres to same.
27. Performs any relevant and related duties as required.

## **Organizational Level**

The position reports directly to the CEO and has no direct reports. However, administrative support will be provided by the Executive Assistant, and payroll and benefit support will be provided by the Controller, as needed.

## **Accountability**

The position has responsibility for the administration of all payroll and benefit processes. The position has responsibility for securing internal resources required to achieve all primary job responsibilities. This position must work effectively with employees at all levels in meeting internal and external job requirements. The position is responsible for maintaining positive vendor relations.

## **Critical Required Skills**

1. Extensive knowledge of payroll and benefit administration processes.
2. Effective information management processes.
3. Personal integrity and ability to communicate expectations for others.
4. Ability to work effectively in ambiguous situations.
5. Ability to work independently is important in this position.
6. Work organization and prioritization skills.
7. Considerable knowledge of general human resources practices and policies including applicable state and federal laws pertaining to areas of responsibility.

8. Proven skills in resolution of employee relations issues. Ability to objectively coach employees and management through complex, difficult, and emotional issues.
9. Interpersonal abilities to interact positively with job applicants, management, and staff, to provide encouragement and support during routine and stressful times, discussing sensitive and/or confidential information/issues in situations of potentially significant corporate impact.
10. Must be able to communicate effectively in writing as appropriate for the needs of the audience.
11. Strong communication skills with the ability to listen to and understand information and ideas.
12. Budget preparation and administration abilities.
13. Strong computer skills (Windows, Word, Excel, HRIS system, etc.).
14. Ability to work effectively and efficiently with minimal direction.
15. Ability to use standard office technology (fax, copiers, voicemail, e-mail, etc.).

## **Key Challenges**

1. Maintaining the highest levels of confidentiality.
2. Ability to manage sensitive information.
3. Maintaining effective relationships with employees at all levels, with outside vendors (including legal counsel), agencies, and organizations.
4. Maintaining an effective documentation process and filing system.
5. Managing multiple priorities in a timely and effective manner.
6. Managing relationships with the bank's external payroll vendor.
7. Managing effective information sources.
8. Continual improvement in all human resource administrative processes.

## **Experience**

A bachelor's degree in business, human resources, or related field preferred. Five to seven (5-7) years of progressively responsible work experience, with a concentration in the human resource areas of employment and compensation, to understand relevant legislation, personnel operating systems, and organizational structure. PHR or SPHR certification a plus.

A demonstrated ability to function effectively within a fast-paced environment. A demonstrated ability to plan, organize, prioritize, and implement efforts is required. The individual should demonstrate an increased ability to use computers and technology to effectively complete required tasks.

## **Position Constraints**

The position will require significant amounts of visual and mental effort. Small amounts of light lifting (e.g., supplies, paper, etc.) will be required. Significant amounts of time seated at a desk or computer station.

**Note:** This job description is intended to provide a general overview of the responsibilities and qualifications required for this role. Duties and qualifications may vary depending on the specific requirements of the organization.