



TOWN OF EXETER, NEW HAMPSHIRE

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www.town.exeter.nh.us

JOB DESCRIPTION

Job Title: Human Resource Director
Department: Human Resources Department
Employment Status: Full-Time, Non-Union
Exempt Status: Administrative Exemption
Labor Grade: 16
Revised: May 1, 2025

Job Summary:

The Human Resources Director, reporting to the Assistant Town Manager, is responsible for guiding and managing the overall provision of the Human Resources department's services, policies, benefits and programs for the entire organization and retirees. The Director will plan, lead, direct, develop and coordinate the policies, activities, and staff of the Human Resources (HR) department (HR Generalist (FT) and HR Assistant (PT)), ensuring legal compliance and implementation of the Town's mission and talent strategy.

Essential Duties and Responsibilities:

Duties include but are not limited to:

- Collaborate with the Town Administration to understand the organization's goals and strategy related to staff, recruitment and retention.
- Provide outstanding, professional customer service to existing employees, retirees and applicants for employment.
- Direct and manage the HR Generalist and HR Assistant and other staff as needed.
- Direct and administer human resource programs and practices including, but not limited to, compensation and leave; disciplinary matters; disputes and investigations; performance and talent management; recognition; occupational health and safety; and training and development.
- Monitor and ensure the Town's compliance with federal, state, municipal, and local employment laws and regulations and recommend best practices; review and modify policies and practices to maintain compliance.
- Coach, advise, and counsel Department Heads, Managers, and employees regarding a variety of complex employment situations as needed.
- Assist and participate in labor negotiations. Promote productive working relationship between management and labor unions. Handle grievances in a timely manner according to the Collective Bargaining Agreements.
- Conduct investigations and make recommendations regarding issues of staff disputes and grievances, staff misconduct and policy infractions, and provide/suggest disciplinary measures based on Town Policies, Federal and State law.
- Identify staffing and recruitment needs; develop and execute best practices for hiring talent management. Administer centralized recruitment and selection procedures.
- Develop and manage department employment classification and compensation plans.
- Develop and coordinate in-service training programs for employees.
- Oversee employee orientation and exit interview process.
- Update job descriptions and conduct wage surveys.

- Develop and submit annual budgets for the HR department.
- Prepare and maintain a variety of records, forms and reports.
- Performs other related duties as required.

Required Skills and Abilities:

- Excellent verbal and written communication skills.
- Excellent interpersonal and negotiation skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.
- Ability to maintain strict confidentiality.
- Ability to adapt to the needs of the organization and employees.
- Ability to prioritize tasks and to delegate them when appropriate.
- Thorough knowledge of employment-related laws and regulations.
- Proficient with Microsoft office suite, google workspace.
- Proficiency with or the ability to quickly learn the organization's HRIS system.

Physical Requirements: The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as papers, books, small parts; driving an automobile; etc. The employee must occasionally lift and/or move up to ten(10) pounds. Employee must be able to read and write in English. Must have good vision and hearing.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. While performing these duties, the employee is indoors in an office and meeting setting but may be required to visit other remote sites and be exposed to inclement weather conditions.

Disclaimer: The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the positions.

The job description does not constitute an employment agreement between the employee and employer and is subject to change by the employer as the needs of the employer and requirements of the job change.

The Town reserves the right to accept any combination of relevant education, experience or certifications when determining an individual's qualifications for this position.

Qualifications:

- Must possess a bachelor's degree in human resources management, public administration, business, municipal finance or a related field. A master's degree in public administration, human resources or another related advanced degree is preferred. SHRM or PSHRA preferred.
- Eight to ten years of experience in human resources, payroll management or similar municipal management positions are desired.
- Must have a minimum of five years' experience supervising people.
- Experience in a unionized environment is preferred
- Experience with municipal payroll, state and federal employment laws is desired.