



Job title	Director of Human Resources
Reports to	President & CEO Closely collaborates with the Finance Department
Status	Full-time (37.5 hours), Year-round, Nonexempt, Hourly
Compensation	\$46,800/year (\$24.00/hour)

Position Summary:

The Director of Human Resources (HR), supports a diverse group of employees (including year-round and seasonal staff members, volunteers, and interns) with all aspects of their Strawbery Banke experience. Responsibilities include recruiting, talent acquisition, onboarding, ongoing training and professional development opportunities, performance evaluations, goal-setting, employee engagement, and safety & compliance. The Director of HR fosters an organizational culture that is equitable, inclusive, and accessible for a diverse workforce.

Duties and Responsibilities:

Human Resources (Approximately 50% of responsibilities):

- Implement a systematized onboarding, and orientation program for new employees, as well as goal-setting, evaluation, and employee recognition programs for current employees as part of the organization's commitment to a positive, team-oriented culture.
- Work with the senior leadership team to develop organization-wide and staff goals that feed into the mission, vision, and goals in order to ensure long-term sustainable museum operations.
- Review and update job descriptions for all employee positions on an annual basis. Work with various department heads to ensure accurate job descriptions are maintained, including for seasonal staff positions.
- Post job openings; collaborate with hiring managers to review resumes, respond to applicants, conduct candidate screenings and reference checks, and coordinate and participate in candidate interviews as needed.
- Conduct or acquire background checks and employee eligibility verifications for all new employees.
- Respond to Human Resources inquiries from current and prospective employees and provide information regarding employee benefits.
- Coordinate new hire paperwork, closely collaborating with the Finance Manager to process all new hire paperwork, and file personnel records according to federal regulations.
- Maintain an updated Employee Handbook, ensuring compliance with the organization's policies and procedures, as well as federal and state laws and regulations,. Communicate changes to the Employee Handbook to employees. Work with the Marketing Director to ensure the updated Handbook is posted on SBM's website.

- Benefits coordination: collaborate with the Finance Department on annual open enrollment and review of benefit plans. The Finance Manager serves as the primary liaison between the insurance broker and employees, and processes all enrollment forms. The Director of HR ensures the staff members receive generous total compensation packages.
- Safety & Compliance: Lead quarterly Safety Committee meetings, file workers' compensation claims, post updated compliance posters, and ensure compliance with all state and federal regulations.
- Coordinate ongoing training and professional development opportunities for the staff throughout the year, and plan the annual All Staff Training to take place each spring.
- Co-Chair the [Inclusion, Diversity, Equity & Accessibility \(IDEA\) Task Force](#).
- Attends and participates in employee disciplinary meetings, terminations, and investigations.
- Maintains compliance with federal, state, and local employment laws and regulations, and recommended best practices; reviews policies and practices to maintain compliance.
- Maintains knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management, and employment law.
- Ensure all employees consistently adhere to SBM's policies, procedures, and core values, and uphold the museum's mission, vision, and strategic framework. Work with supervisors to address any performance issues or misalignments in a timely and productive manner utilizing best practices in conflict mediation.

Volunteer Program (Approximately 25% of responsibilities):

Develop, implement and manage an ongoing formal volunteer program including a well-executed three-prong approach of:

- Recruitment:
 - Promote volunteer opportunities and continuously recruit additional volunteers, and work with staff to create and use volunteer service where possible.
 - Receive, process, and maintain volunteer applications through an online volunteer management system.
 - Develop and maintain an updated Volunteer Handbook that reflects SBM's policies and procedures, as well as expectations and opportunities for volunteers across the organization.
 - Organize, coordinate and provide museum orientation training for all volunteers including, but not exclusive to: visitor services and office administrative support, special events, membership promotions at community/civic/onsite events, and general assistance with Museum programs. Collaborate with Department Heads for volunteer training and special events assignments.
- Retention:
 - Develop and execute monthly Volunteer Newsletter including a section that highlights a different volunteer in each newsletter.
 - Plan and implement a volunteer recognition plan including volunteer incentives/benefits, and the coordination of the annual Volunteer Appreciation event to recognize volunteers.
 - Conduct volunteer surveys as requested or appropriate.
 - Continuously communicate with volunteers regarding new and existing opportunities.
- Records:
 - Maintain the volunteer management platform to schedule new and update existing opportunities, track history, skills, volunteer schedules, hours, and all communication efforts.
 - Process and maintain all paperwork that may be specific to certain visitor-facing volunteer opportunities, such as background checks.

Internship Program (Approximately 25% of responsibilities):

Develop, implement and manage an on-going formal internship program:

- **Recruitment:**
 - Collaborate with department heads to develop internship position descriptions and post opportunities on an increasing number of college recruitment databases.
 - Serve as point-person for college career services departments for all recruiting needs; attend internship fairs to promote opportunities to the best fit candidates.
 - Expand the reach and diversity of recruitment efforts through nationwide promotion of internship opportunities.
 - Assist various departments with the interview process for all internship candidates as needed.
- **Retention:**
 - Develop formal onboarding and organization-wide training process for all incoming interns, including ensuring all required paperwork is submitted and that interns are properly introduced to the museum upon arrival.
 - Create and oversee the execution of a consistent intern evaluation process at the mid-point and conclusion of each internship period.
 - Organize various periodic social opportunities for interns to connect with each other and museum staff throughout their internship period in an effort to maximize their connection to the museum and their positive experience with the organization at-large.
 - Serve as internal point-person for all interns so they have a go-to person outside their immediate supervisor throughout their internship.
 - Communicate directly with college/university career centers and/or faculty with any issues that may arise with interns throughout their internship program or at the conclusion of their internship evaluation.

Qualifications:

- Bachelor's degree required; Master's preferred
- Related experience and demonstrated record of continuing education in the field of HR
- Attention to detail
- Ability to collaborate with a wide variety of people and departments within and outside of the museum.
- Calm under pressure, able to maintain a positive demeanor, and comfort with facilitating conflict resolution strategies.
- Excellent written and verbal communication skills.
- Highly organized, and adaptable to manage multiple priorities and changing activities with high attention to detail.
- Ability to use initiative, work independently, and use good judgement.
- Strong computer skills

Requirements of all Strawberry Banke Museum Staff:

SBM is committed to fostering a workplace that is truly equitable, inclusive, and accessible for a diverse group of staff, volunteers, and visitors. As such, it is an essential requirement that every SBM staff member:

1. exhibits a positive, collegial attitude and ability to work cooperatively with others at all levels of the organization including direct reports, colleagues, supervisor, volunteers, and visitors of all ages, abilities, and cultural backgrounds;

2. actively contributes to an organizational culture of empathy, dignity, trust, and respect. Each person at SBM agrees to proactively prevent and address issues such as unconscious bias, harassment, gender disparity, racial inequity, political divisiveness, and barriers to accessibility; and
3. fosters inclusive and engaging interactions, accommodate safety and comfort needs and requests, and to provide the best visitor experience possible. Staff members equally share the responsibility of immediately addressing a deficiency, and/or, notifying the appropriate department or supervisor to address any situations.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Lifting moderate weight boxes
- Walking around the 10 acre campus, outdoors in all weather conditions

Working Conditions:

Some evening and weekend work is required for meetings and events. This position requires working a minimum of 10 Museum Signature Events over the course of the year. The staff event schedule will be coordinated in advance by the Museum Events Manager. When occasional evening and weekend work is required for special events, the equivalent time off is provided within the same pay period whenever possible.

Must be physically and mentally able to perform the essential functions of the position, with or without reasonable accommodations.

The essential duties of this position require a combination of regular attendance onsite, but with the capacity for a hybrid of in-person and remote work; the schedule to be determined in collaboration with the President & CEO.

Compensation and Benefits:

Benefits:

- Medical and Dental Insurance: SBM pays 80% toward the individual cost of the employee's single plan
- 403(b) Retirement Plan with 3% match;
- Generous paid time off, including vacation, sick leave, personal time and holidays. Each fiscal year (April 1st – March 31st; prorated based on start date) you will receive:
 - 150 hours (20 days) of vacation
 - 75 hours (10 days) of sick leave
 - 15 hours (2 days) of personal time
 - 10 paid holidays
- Access to voluntary vision insurance plan
- Health Reimbursement Arrangement (HRA)
- Flexible Spending Account (FSA) for health and dependent care costs on a pre-tax basis
- Group Term Life Insurance and AD&D, Short and Long Term Disability Insurance, and Workers' Compensation, all paid 100% by SBM.
- Strawberry Banke Museum membership benefits

Compensation:

- Hourly (\$24.00/hour; \$46,800/year); paid bi-weekly, nonexempt.

Direct Reports:

The Director of HR does not directly supervise any staff members, but they are strongly encouraged to hire and supervise a summer HR Intern, and a year-round volunteer (or team of volunteer leaders) to assist with the administration of the Volunteer Program.

To Apply:

Apply directly by submitting your resume and cover letter (include salary requirement), and completing the SBM Employment Application here: <https://forms.gle/jbRPKKoKQdCY1MXf7>

[Click here to review SBM's Employee Handbook.](#)

About Strawberry Banke Museum:

Strawbery Banke Museum is a 10-acre living history museum located in the heart of downtown Portsmouth. The museum interprets daily life in the same historic waterfront neighborhood over 300+ years, making the 37 historic buildings accessible to a wide range of visitors one of our primary goals. Strawberry Banke hosts an ever-growing number of special events and programs throughout the year. Seasonal and holiday signature events are time-honored traditions that help make Portsmouth the vibrant destination it is. Strawberry Banke is continually ranked as TripAdvisor's #1 "Thing to do in Portsmouth", Yankee Magazine Editors' Choice: Best of New England Classics "Best Historic Village" and the 2020 Best of the Seacoast in the Entertainment & Leisure category for Best Group Event/Tour/Activity.

Strategic Framework:

Strawbery Banke Museum:

- A place to learn,
- A place to gather,
- A place to preserve.

Mission Statement:

To promote understanding of the lives of individuals and the value of community through encounters with the history and ongoing preservation of a New England waterfront neighborhood.

Toward that goal, Strawberry Banke Museum:

- Acquires and conserves, for today's visitors and for future generations, historic buildings, objects, and other materials pertinent to its mission.
- Conducts research aimed at placing local developments within the broader context of city, state, and national history.
- Disseminates the results of that research to the public through exhibitions, publications, demonstrations, tours, symposia, workshops, and other educational activities and programs.

Vision Statement:

We bring history and people together for delight, discovery, and learning.

In doing so, Strawberry Banke Museum will:

- Stand for excellence and entrepreneurship in every aspect of the operation - programs, collections, preservation, and management;
- Champion the primacy of the visitor experience and use innovative and traditional methods to provide life-changing and inspirational learning experiences based on authentic objects, stories and ideas;
- Inspire the Seacoast community with awareness of our collective past, and work together to preserve our cultural and built heritage;

- Serve as a destination where engaging activities connect visitors to our common local, regional and national past; an
- Provide life-long learning experiences incorporating the needs of learners and the community.

Core Values:

In order to create the best possible experience, SBM prioritizes the following core values, which are integral to the success of the museum, and the organization's commitment to the greater community that we serve.

- Authenticity
- Engagement
- Inclusivity
- Innovation
- Integrity
- Sustainability

Equal Opportunity Statement:

Strawbery Banke Museum is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age, race, color, marital status, national origin, ancestry, religious creed, sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), crime victim status, veteran status, uniformed service member status, or any other status protected by federal, state, or local laws. SBM is dedicated to the fulfillment of this policy in regard to all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

Job descriptions are subject to change over time; Strawberry Banke Museum reserves the right to modify the above job description as necessary to accommodate the evolving needs of the organization.