



JOB TITLE	Director of Administration	EFFECTIVE DATE	March 1, 2017
REPORTS TO	President	SUPERVISES (Y/N)	Y
DEPARTMENT	Administration	EXEMPT/NON EXEMPT	E
LOCATION	Honolulu	JOB CLASSIFICATION	8810

1. Organization and Purpose

Provides leadership by planning, organizing and directing operational activities for all services related to Human Resources and Administration. Responsible for carrying out varied work in the Human Resources Department such as in recruitment and employment activities, compensation and benefit administration, performance evaluation, regulatory compliance, policies and procedures, safety and health and, in partnership with the President, labor relations. He/She oversees the work of the HR Assistant and shares supervision of the Office Manager/Administrative Assistant with the President. He/She oversees and controls HR functions and coordinates and administers the schools' policies in accordance with KCAA's mission and develops operating policies and procedures.

Scope and Impact

The main objective associated with this position is to provide leadership of the HR and administrative functions. The Director of Administration manages the overall daily office operations relating to school operations and human resources.

2. Essential Functions

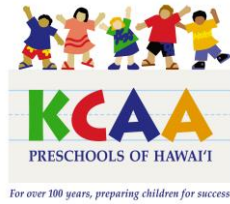
Human Resources

Hiring/Staffing

- Makes ongoing analysis of and improvements to the recruitment and retention process a top priority
- Manages and maintains Applicant Tracking Software. Ensures complete implementation and full adoption across the organization.
- Assists managers to define position requirements. Develops new and creative sources of applicants through advertising, search agency selection, recruiting campaigns, referral programs, etc.
- Ensures that all employment actions are in compliance with applicable laws and regulations.
- Updates job descriptions as needed.
- Works with the substitute services inclusive of overseeing annual contract renewals.

Employment/Legal Compliance

- Identifies legal requirements and government reporting regulations under OSHA, COBRA, ERISA, WARN, Wage/Hour, EEO/AAP, ADA, INS, Drug Testing, and other relevant statutes. Monitors exposure to the organization.
- Coordinates and supports audits/reviews. Coordinates responses to complaints/ claims/grievances filed by employees or former employees with EEOC, the Teamsters Union or other agencies.
- Prepares all compliance reports such as OSHA Summary 300A and EEO-1 Report before the due date and files as instructed. Prepares and files Form 5500 as required.



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- Maintains current knowledge of new laws and regulations in the human resources management area. Establishes and maintains an effective network of contacts with Human Resources professionals/SHRM.

Employee Relations

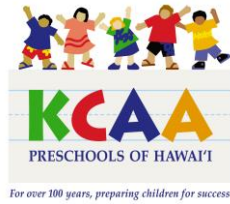
- Determines and recommends a balanced employee relations program throughout all areas of the organization, both at the Main Office and individual schools.
- Serves as organizational ombudsman to facilitate the informal resolution of employee concerns.
- Provides advice and counsel to KCAA managers in handling difficult and sensitive employee relations issues.
- Reviews cases of serious violations of company rules governing employee conduct and recommends actions appropriate for conflict resolution, including disciplinary actions (in conjunction with union contract when teachers are involved).

Compensation and Benefits

- Point of contact with external Human Resource Outsourcing (HRO) provider which administers payroll and benefits.
- Oversees payroll process and ensures timely and accurate processing of payroll.
- Oversees and manages benefit administration. Facilitates timely submission of all forms required for employee benefits such as FMLA, HFLL, TDI, Workers Compensation, etc.
- Ensures all employee information is accurate and up to date in vendor's database.
- Conducts surveys annually on salaries and benefits in the industry.
- Establishes and maintains pay structures and policies and programs for performance evaluation/management and salary reviews.
- Creates and maintains formal descriptions on all positions within the organization. Evaluates positions and recommends pay grade and pay, as appropriate.
- Analyzes wage and salary reports and data to determine competitive compensation plan(s); assists as needed in presentation of personnel forecast to project employment needs.
- Plans and directs implementation and administration of benefit programs designed to ensure employees against loss of income due to illness, injury, layoff, or retirement.
- Prepares the annual Form 5500 for benefit plans such as the 403(b) Thrift Savings Plan in coordination with the provider and files the report by the due date or files extension request as appropriate.

Labor Relations

- Maintains current knowledge of organization's collective bargaining contract, of past practices that have become unwritten policies, and advise President of interpretations and appropriate actions to consider.
- Assists in addressing complaints and resolving labor problems in coordination with President and legal counsel.



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- Takes active role in union negotiations which generally occur every 3 years. Assists the President with identifying proposals and updating statistics. Responsible for tracking negotiated agreements, compiling the red-lined contract, and finalizing the collective bargaining agreement in coordination with legal counsel.
- Notifies employees and labor union representatives of changes in benefits programs.
- Coordinates Joint Advisory Committee (JAC) meetings and the annual Teacher-in-Charge (TIC) meeting with the Union and KCAA representatives.

Talent Management/Organization Development

- Supervises HR Assistant and in his/her absence is able to perform duties as necessary.
- Maintains organizational charts for all departments. Manages and ensures accuracy of all job descriptions.
- Develops system for and conducts stay and exit interviews.
- Prepares and administers annual Employee Satisfaction/Engagement survey to identify and analyze motivation factors for staff and prospective staff. Gains awareness of existing staff's motivations and how those align with KCAA's values.
- Develops action plan to address results of employee survey.
- Identifies the key attributes for Board, Executive Leadership and Center Director positions. Develops those attributes into a succession planning model and implements a development program for identified prospective leaders.
- Implements the development model for incoming professional teachers/managers/administration staff through strong professional development support (e.g. coaching).

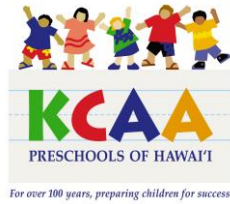
School Operations

Office Administration

- Manages/organizes files onsite/offsite; hard copy and electronic following established process
- Ensures process remains in compliance with records and retention policies
- Ensures timely communication with and response to requests from Center Directors for assistance from HR Department and Office Manager and Receptionist.
- Directs and monitors the work of the administration staff and ensures quality and timely completion of all work.
- Creates/updates office procedures/SOP's in partnership with Office Manager/Executive Assistant

Policies and Procedures

- Responsible for management of school's policies and procedures manual. Ensures manual and SOP's are up to date and aligned with the current operating environment either through updating of the policies or assigning responsibility to appropriate functional area and monitoring to completion.



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Risk Management

- Champion of the KCAA Health and Safety Committee. Creates and updates the Health and Safety Plan for the organization.
- Ensures all necessary documentation is completed and submitted to the proper agency or manager when any type of incident occurs that involves injury of adult or child
- Brings issue to Safety Committee for review and discussion as to how to prevent recurrence.
- Works with HRO vendor to prepare and present training programs to all employees.
- Assists in coordination of annual Health and Safety Day to ensure recurring issues are addressed

Statistical Research & Report Preparation Able to use Word/Excel to produce final reports-summaries, statistics, demographics

Information Technology

- General network operating system knowledge-Windows 2010, Excel, understanding of PC's and high comfort level with phone systems, printers, projectors, laptops and general use/set-up
- Supervises outsourced IT/network administration provider (Intech).
- Assists end-users in obtaining resolution for all open help desk tickets.
- Places all orders for new computers, equipment. Manages all open orders.
- Approval-level-authority on all open service tickets and request for new equipment.
- Establishes and oversees protocol for electronic and hard copy filing systems including records retention, shared network file directory and WiFi access.

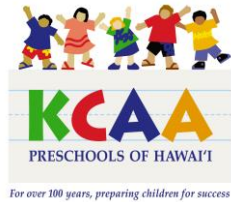
Marginal Functions

- Assists President with projects and tasks as needed.
- Completes other projects and tasks for the organization as requested by management.

3. Job Requirements

A. Education/Experience Required

- Requires a four year degree or equivalent combination of education and experience in business, education, or a related field. HR certifications desired.
- Background working in a non-profit environment is desirable.
- Minimum 5 years of management experience directing multiple departments desired.
- Membership with professional associations. Attends conferences, workshops and meetings to keep abreast of current information and developments in the field.



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B. Technical Skills Required

- High level of competency in using personal computer and business solutions software skills in software programs such as Excel, Word, and Outlook, POS, Central Reservation, Payroll systems, Daily Revenue system, and email.
- Management & research skills, cost analysis
- Advanced ability to manage time effectively to maintain a high level of accuracy in preparing and maintaining all schedules.
- Advanced mathematical skills to interpret financial information and prepare budgets.
- Solid experience reading and interpreting business records and statistical reports.
- Ability to make sound business decisions based on production reports and similar facts, as well as on experience and personal opinions.

C. Interpersonal Skills

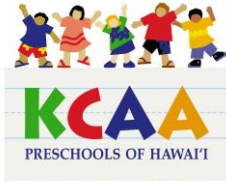
- Requires ability to focus on many tasks and projects at once.
- Self-starter, self-motivated, adaptable, able to work with minimal direction in a high pressure environment.
- Exceptional organizational and collaborative skills to work in a team environment.
- Exceptional ability to communicate effectively in person and in writing.
- Exceptional analytical and problem solving skills.
- Exceptional planning and organizational skills to balance and prioritize work.

D. Language Skills

- Read and interpret documents in English such as safety rules, operating and maintenance instructions and produce manuals, newspapers, periodicals, journals, and manuals.
- Write routine reports, correspondence, business letters, summaries, and reports in English using prescribed format, and conforming to all rules of punctuation, grammar, dictation, and style.
- Ability to speak effectively in English before groups such as customers or employees.
- Excellent interpersonal skills for interacting with support personnel, department co-workers, clients, and upper management.

E. Physical Demands/Work Environment

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Regularly required to stand; walk; use hands, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear.
- Regularly lift and/or move up to 10 pounds and frequently lift and/or move up to 25 pounds.



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- Ability to see differences in widths and lengths of lines such as those on graphs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Requires the ability to focus on multiple tasks simultaneously, work in a high-paced, high-energy environment, with ongoing interruptions and ambient noise.

4. Signatures

SUPERVISOR SIGNATURE	DATE
HUMAN RESOURCES SIGNATURE	DATE