SPECTRUM
COMMUNITY SERVICES, INC.

Job Description

Job title: Human Resources Manager
Department: Administration
Reports to: Executive Director
Revised: October 2026
FLSA Status: Exempt
Pay: $95,000-$120,000 DOE

General Description

Spectrum Community Services enhances the quality of life for older adults and residents experiencing low income in Alameda County. For over 50 years Spectrum has continually developed and adapted our programs to meet the ever-changing, real needs of our community. These programs currently are: Low Income Home Energy Assistance (LIHEAP), and Weatherization, Fall Prevention, (senior injury prevention), and a Senior Nutrition Program including Meals on Wheels (home-delivered) and Senior Meals (congregate).

At Spectrum Community Services, you'll be our one-person HR department, supporting a team of approximately 50 employees and reporting directly to the Executive Director. We're looking for someone who enjoys working independently, takes initiative, and values collaborating with leadership to create a well-organized, supportive workplace.

This position will be an exceptional opportunity to impact the way Spectrum serves and develops its people. Reporting to the Executive Director, the Human Resources Manager will have the autonomy and responsibility to develop and implement an organization-wide, best-in-class, people, talent, and culture strategy. They will oversee all areas of Human Resources, including HR administration, succession planning, talent recruitment and management, change management, performance management, training and development, and employee engagement. As a member of the Leadership Team, this is a very high-profile position within Spectrum, and will serve as a thought partner and strategic advisor to the Executive Director in all areas related to people and culture. This is an excellent opportunity for a compassionate, and intentional leader, with

exceptional people skills to have a significant impact on the individual and collective success of Spectrum employees.

Strategic priorities for this new position include:

- Hiring and recruiting – filling open positions to support our programs.
- Create and implement a DEIB vision and strategy for the entire organization.
- Complete a culture audit to identify and further develop our strengths.
- Review and update HR policies and procedures.
- Implement a professional development strategy for each position.

This is a hybrid role, first month in-office then optional change to three days a week in the office. Our administrative office is located on the southwest side of Hayward, CA 94545.

We strongly encourage you to apply if you are from a marginalized or underrepresented group. Some candidates may see a long list of job requirements and feel discouraged because they don't match every single bullet point – we suggest, please apply anyway. We don't believe in a "perfect" candidate - if you believe this is a role that you'll be excited to work in every day, want to be a part of a culture like ours, and show aptitude to learn while doing, please apply.

Primary Responsibilities

We're looking for someone who is organized, proactive, detail-oriented, and comfortable managing multiple priorities. You'll take ownership of core HR operations while helping ensure our practices run smoothly and consistently.

HR Management & Administration

- Create and implement HR systems that will meet the needs of the organization today and sustain organizational growth into the future.
- Position HR as a customer-focused business partner that proactively seeks opportunities to support Spectrum's various programs and departments.
- Analyze current policies and procedures and upgrade them to ensure they are at the forefront of best practices, Spectrum's government contracts, and legal requirements; update our employee handbook accordingly.
- Ensure compliance with local, state, and federal employment regulations.
- Manage relations with HR vendors and service providers such as insurance and employee benefits brokers and consultants.

- Administer employee benefits and coordinate with the Finance Department to ensure accurate and timely communication of employee changes, payroll-related information, and benefits deductions.
- Respond to employee relations concerns with empathy and discretion, refer employees to the Employee Assistance Program, and provide basic HR guidance.

Talent Acquisition & Development

- Develop a talent acquisition strategy to attract and retain talent in an extremely competitive market; lead efforts to brand Spectrum as an employer of choice.
- Refresh the hiring process to ensure both consistency and effectiveness, including standardized position descriptions, interview training for managers, and a standardized onboarding process.
- Introduce new and/or improved methodologies for attracting, assessing, selecting, rewarding, and developing a strong and diverse workforce of staff and volunteers.
- Develop and manage a performance evaluation strategy that works across all our programs and departments, ensuring consistency and effectiveness.
- Identify and coordinate staff training and professional development opportunities that support employee growth and career development.
- Support employee development by connecting staff and managers with appropriate resources and opportunities to build their skills and capabilities.

Diversity, Equity, Inclusion & Belonging (DEIB)

- Assist in identifying ways to intentionally reduce barriers for staff to fair treatment, access, opportunity, and advancement within Spectrum.
- Examine all Spectrum policies, procedures, documents, and functions with a diversity, equity, inclusion, and belonging lens; recommend changes to create an even more inclusive and welcoming organization for all.

Leadership & Strategy

- Partner effectively with staff at all levels of the organization, building trusting, respectful, and highly communicative relationships.
- Partner with Senior Leadership to instill a culture of performance and accountability.
- Identify professional development and training opportunities to strengthen management skills and help team leaders confidently navigate basic employee relations and benefits issues.

- Collaborate with the Development team to support Spectrum's grant writing and development efforts with data and narratives.

Culture & Communications

- Instill emotional intelligence and mindfulness into our HR operations.
- Play an active role in all areas of the organization; boost connectivity between staff across all program sites and departments; work to eliminate silos.
- Serve as the "voice" of the staff at the senior management level, advocating for programs and driving solutions that align with our goals.
- Drive employee engagement through the refinement, maintenance, and ongoing evolution of Spectrum's culture.
- Implement and manage an employee recognition program.
- Champion employee wellness by reinforcing a culture of work-life balance and ensuring staff are practicing an appropriate amount of self-care to avoid burnout.

Miscellaneous

- Attend required staff meetings, 1:1 meetings with appropriate supervisor, training sessions and special events in person and virtually.
- Work with Spectrum Information Technology specialists to resolve technical issues and maintain Spectrum owned electronic equipment.
- Perform other duties as assigned.

The minimum qualifications, physical demands and work environment characteristics described below are representative of those that must be met or will be encountered by an employee while performing the primary responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary responsibilities.

We Need Someone Who Has:

- High School Diploma/GED.
- Minimum of 4–5 years of progressively responsible Human Resources experience, including hands-on experience independently managing multiple HR functions. Experience serving as an HR generalist or managing HR operations in a small to mid-sized direct service organization is strongly preferred.
- Experience managing core HR functions, including recruitment, onboarding and offboarding, employee records, benefits administration, and performance management processes.

- Demonstrated working knowledge of California employment laws and HR compliance requirements, including wage and hour laws, protected leaves, reasonable accommodations, employee relations, and personnel recordkeeping.
- Experience maintaining and updating employee handbooks, HR policies and procedures, training records, and other HR documentation to support compliance and accurate recordkeeping.
- Strong organization and prioritization skills with the ability to manage several projects simultaneously, with exceptional attention to detail; initiative-taking; motivated, with a positive personality and excellent follow-through.
- Proven ability to solve complex problems and to effectively inspire and motivate staff.
- Hands-on experience building and maintaining positive and inclusive workplace cultures.
- Commitment to equitable, inclusive, and people-centered HR practices that promote fairness, consistency, and respect for all employees.
- Excellent verbal and written communication skills, including strong organizational, detail, and interpersonal skills; ability to establish and maintain effective working relationships with management, employees, clients, and the public.
- Strong written and verbal communication skills, including the ability to explain HR policies and procedures clearly to employees and managers.
- Exceptionally high level of emotional intelligence and self-awareness.
- Mindful handling of sensitive and confidential information.
- Must be able to read, speak and write English fluently with the ability to follow verbal and written instructions in English.
- Must have own transportation for use on the job, valid California Driver's License, Auto Insurance and DMV record that is acceptable to Spectrum and Spectrum's Insurance carrier.

Nice to Have:

- Specific college degree (A.A., A.S., B.A., B.S. etc.)
- Experience using HRIS platforms and other HR technology to maintain employee records, track training and compliance, and support HR operations.
- HR certification (PHR, SHRM-CP, or equivalent).
- Bilingual or Multilingual language skills necessary (Mandarin, Cantonese, Spanish) preferred.
- High proficiency in Google Workspace (i.e.: Google Docs, Sheets, Mail), Zoom, Microsoft Docs, Canva, social media and Internet searches.
- Valid CPR and First Aid certification prior to start date (or must obtain within 6 months of hire). Certification must be from an accredited provider recognized by

the organization (e.g., Red Cross, American Heart Association).

Physical Demands

- While performing the duties of this job the employee is regularly required to sit, stand and move from one area to another.
- The employee is occasionally required to bend, reach, lift and relocate up to 10 lbs.
- Finger dexterity for activities such as typing, use of the computer mouse, computer usage, recording money, grasping, repetitive motions.
- Vision abilities required include close vision, distance vision and ability to adjust focus.

Work Environment

- The work is performed indoors and outdoors.
- Travel in Alameda County is regularly required, in California and nationally for conferences as needed.
- Noise level varies with sites and may be loud at times.
- The office environment is temperature controlled. Able to withstand extreme temperatures, hot and cold at other locations.
- Some work is outdoors; exposed to other motor vehicles.

Vaccination Policy

To protect the health and safety of our team, clients, and community, vaccination against Influenza is mandatory for this role, while COVID vaccination is highly encouraged. Given the nature of this position, which involves working closely with vulnerable populations and interacting with the public, vaccination helps minimize the risk of preventable diseases and ensures a safe work environment. Employees who are not vaccinated due to medical or religious exemptions are required to wear a 3-Ply surgical mask, KN94, KN95, or N95 mask at all times while at work, including during interactions with clients and the public, from November 1 to April 30. 3-Ply surgical masks, KN94, KN95 or N95 masks will be required to be worn, regardless of vaccination status, in client-facing situations from November 1 - April 30.

General Competencies

Interpersonal

- Strive for improvement in self and for Spectrum; make recommendations for improvements
- Respond timely to requests for information, service and assistance
- Demonstrate a positive and productive attitude; have an open mind and be objective, trustworthy, honest and ethical

- Maintain a high level of professionalism and confidentiality
- Treat each Spectrum employee/manager as if they were an internal customer

Organizational

- Provide outstanding customer service to all internal and external customers
- Use and conserve organizational resources efficiently and effectively
- Prioritize and plan work activities
- Demonstrate consistency, reliability, accuracy and thoroughness
- Show respect and sensitivity toward cultural differences
- Promote a harassment and discrimination free environment
- Follow or exceed organizational standards
- Adhere to company policies and procedures; support Spectrum's goals and values

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This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.