



DIRECTOR OF HUMAN RESOURCES JOB DESCRIPTION

Department: Human Resources

FLSA Status: Exempt

Work Location: Hybrid, onsite at least 3 days/week

FT/PT: Fulltime

Last Revision Date: 9/23/2022

The Organization: The Detroit Symphony Orchestra (DSO) is known internationally for trailblazing performances, collaborations with the world's foremost musical artists, and a deep commitment to serving our community. Making its home in historic Orchestra Hall at the Max M. and Marjorie S. Fisher Music Center, the DSO actively pursues its vision to be an inclusive and culturally relevant community where all people can experience their world through music.

The DSO is a complex organization. Operating 365 days per year in historic Orchestra Hall, one of America's most acoustically perfect concert halls, we are a performing arts institution, an educational facility, and a community center. We are governed by an independent Board of Directors and employ both union and non-union employees as musicians, stage crew, and administrative staff. Creating a unified culture throughout the institution is an organizational imperative, and we are guided by our values of *excellence, diversity, resilience, collaboration, and innovation*.

The DSO's commitment to diversity, equity, and inclusion is paramount to who we are; we work to create an environment where all employees are seen, valued, and supported to enable their best every day. This is essential as we pursue our mission to impact lives through unforgettable musical experiences by sustaining a world class orchestra for the city of Detroit and the global community.

The DSO offers a unique, fast-paced working environment, an excellent overall compensation package, and is an Equal Opportunity Employer. For more information visit www.dso.org.

Position Summary: Serving as a member of the DSO's people operations leadership team, the Director of Human Resources serves as the organization's compliance and regulatory lead. The Director of HR will oversee and lead efforts related to benefits administration, performance management, employee relations, as well as employee policies and procedures. The Director must champion the DSO's diversity, equity, and inclusion initiatives, ensuring all HR services and outputs are structured and supported with an eye toward employee inclusion and belonging.

This position reports to the Senior Director of Talent & Culture.

Specific Duties and Responsibilities:

- Administer and oversee the administration of human resource programs including, but not limited to compensation, benefits, and leave; disciplinary matters; disputes and investigations; performance and talent management; occupational health and safety; and file and data management and hygiene.
- Work with managers and employees to resolve employee relations matters, investigate issues of potential misconduct, policy violations or other disciplinary matters and make recommendations to leadership. Train, coach, and support managers through employee performance concerns, including through termination.
- Oversee benefit administration including Open Enrollment, ensuring the organization and its employees receive necessary services, support and communication.
- Administer two legacy defined benefit pension plans and represent DSO Management on pension retirement committees.
- Conduct new employee orientation and benefit overview.
- Design and manage the annual goal setting and review process that encourages and maintains line of sight with organizational mission and values.
- Work closely with the Senior Director of Talent & Culture and Orchestra Personnel office on DSO musician HR matters; provide guidance, training, and consultation on HR employment law and regulatory matters.
- Maintain knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management, and employment law; apply this knowledge to communicate changes in policy, practice, and resources to senior management and the organization at large.
- Work closely with the DSO's Payroll & Benefits Accountant to proactively address any payroll or benefit accounting questions, improve processes, and advise the organization on payroll matters.
- Update and maintain personnel policies and procedures in compliance with state and federal law, in support of equity and inclusion and industry best practices.

Required Qualifications:

- Bachelor's degree in HR management, business or related field
- 5-7 years of progressively responsible Human Resources experience
- 3+ years working in a union environment
- Demonstrated knowledge of and commitment to diversity, equity, and inclusion practices; experience incorporating a DEI lens into HR compliance and practice
- Familiarity and ability to ensure compliance with all applicable federal and state laws and regulations
- 3+ years of supervision and employee management experience
- Strong oral and written communication skills, including the ability to build relationships across all levels
- Ability to act independently, take initiative, and meet changing priorities
- Successful experience working in, and contributing to, a collaborative, team environment

Desired Qualifications:

- Experience in the performing arts industry and/or nonprofit sector
- Professional in Human Resources (PHR) or Senior Professional in Human Resources (SPHR) certification
- Demonstrated experience introducing or including play, joy, and levity into organizational practice

Physical Requirements: This role primarily works in an office environment, and frequently has prolonged periods of sitting and looking at a computer screen.

Primary Reporting Responsibility: Senior Director of Talent & Culture

Supervision Provided: None

The DSO recommends that all employees be vaccinated and boosted against COVID-19.

