



## POSITION GUIDE

**Position Title:** Staffing & Employee Relations Manager

**Code:**

**Department:** Human Resources Services

**Group:** Act 93, Zone 29

**Reports to:** Program Director – Staffing & Employee Relations

**Date:** February 2026

### **PURPOSE OF POSITION:**

The Staffing & Employee Relations Manager (SERM), under the supervision of the assigned HR Program Director, will fulfill the role of the human resources point-of-contact for assigned programs. The SERM will administer all employment functions from recruitment through termination for assigned program areas. All responsibilities will be in line with both the department and IU13 goals and will be executed through the lens of the Keys to our Culture.

### **ESSENTIAL FUNCTIONS:**

*All job functions are to be executed through the lens of high-quality customer service. Customers are defined as both internal and external clients. Examples demonstrative of high-quality service may include, but are not limited to, the following:*

- ***prompt responsiveness to inquiries***
- ***professional and courteous verbal and nonverbal communication***
- ***proactive problem solving***
- ***embody the IU13 Keys to the Culture***

1. Coordinates all aspects of the recruitment & hiring process to ensure IU13 has programs and procedures that attract, retain and motivate all employees. Ensures adequate staffing in assigned program areas and that IU13's employment practices are in compliance with organization policy and procedure as well as state and federal compliance mandates.
2. Prepares monthly Board Agenda and Addendums ensuring accuracy through the regular processing of timely and accurate webforms, contracts (as needed), etc.
3. Participates in recruitment fairs annually, as approved by the HR Program Director.
4. Ensures all staff are properly credentialed with certification, licensure, or endorsement as required by PDE or other licensing agencies in PA.
5. Works collaboratively with the other SERMS and Program Supervisors throughout the year to coordinate movement of staff throughout assigned program areas, promote staff from part-time to full time where appropriate and to meet the staffing needs dictated annually by the Transfer Between Entities (TBE) process and annual Transfer Request period.
6. Oversees and maintains current position guides for assigned program areas.
7. Maintains, updates, and makes available appropriate interview questions for recruitment, as necessary.
8. Supports leadership, in assigned programs, with the successful management of the evaluation process and managing corrective action plans, as needed.

*This is not a complete itemization of all facets of this position.  
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9. Administers New Employee Orientation, throughout the school year, in conjunction with the other HR SERMS.
10. Performs timely and thorough investigations of misconduct, as requested by the Chief Operations Officer and/or HR Program Director and recommends corrective action or resolution as appropriate. Creates reports and documentation while maintaining confidential case files.
11. Supports the ESY staffing needs, in cooperation with the other SERMS.
12. Manages the HR Department social media accounts; coordinates recruitment and/or communication campaigns associated with the accounts in an effective manner, adhering to IU13 social media guidelines.
13. Stays current with all employment laws including but not limited to the Fair Labor Standards Act, EEOC, ADA, FMLA, HIPAA etc.
14. Maintains an appropriate relationship with staff members of all departments, provides quality customer service and maintains confidentiality.
15. Adheres to the established work schedule through regular and consistent attendance.
16. Proactively works as a team member to solve/assist with problems, issues and opportunities.
17. Performs other duties, as assigned.
18. Follows all federal, state and local laws/requirements pertaining to privacy practices, including but not limited to, FERPA and HIPAA. In addition, knows, observes, and adheres to all LLIU policies and procedures.

#### **MARGINAL FUNCTIONS:**

Marginal Function will vary with the specified assignment and depend on the particular unit function for which the person is responsible.

#### **KNOWLEDGE & SKILL REQUIREMENTS:**

**Education/Experience:** Bachelor's degree in Human Resources or related field and 5 years of experience in similar activities, specialized training/experience in Human Resources practices and laws.

**Technical Skills:** Experience with Microsoft Office, Google Suite, video conferencing systems and online applicant tracking systems is required.

**Other Requirements:** Excellent organizational, interpersonal and communication skills. Ability to handle highly confidential information appropriately. Must be cognizant of human resources programs and policies, work in diverse situations, possess and demonstrate a positive approach to all issues and be a team player.

#### **LICENSE/CERTIFICATION**

Valid PA Driver's License and current auto insurance.

#### **SUPERVISION OF PERSONNEL:**

Assigned Human Resources program support staff.

#### **PHYSICAL/MENTAL/ENVIRONMENT:**

Physical Demands:

Activities:      Sit: 65%  
                    Walk/stand:25%  
                    Driving to other locations: 15%

Lifting:           Up to 40 lbs., lifting of light boxes and office material

*This is not a complete itemization of all facets of this position.  
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Vision: Close concentration; constant viewing/use of computer screen

Mental Demands: Decision making, interpret, analyze, and problem solve

Environment: Normal office environment

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**I have reviewed the essential functions, knowledge and skill requirements, and physical/mental environmental demands of this position. By my signature below, I am verifying that I am able to fulfill all essential functions, requirements and demands of the position as stated with or without reasonable accommodations.**

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Print Name

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Signature

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Date

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