

DIRECTOR OF HUMAN RESOURCES JOB DESCRIPTION

Reports To: Chief Administrative Officer **Department:** Human Resources

Pay Range: Management/Confidential 24 FLSA Status: Exempt

Steps 1 - 11: \$112,320 - \$169,374

Summary

The Director of Human Resources leads the strategic implementation of Maine Turnpike Authority's workforce initiatives. This position oversees all aspects of human resources management—including recruitment, employee development, retention, compliance, and labor relations—to ensure alignment with the Authority's mission, vision, values and strategic priorities. The Director fosters a positive, equitable, and high-performing workplace that supports both employees and the public we serve.

This role provides leadership for all HR functions: compensation and benefits, employee and labor relations, policy development, workforce planning, training, health and wellness, workplace safety, and equal employment opportunity. The Director ensures legal and regulatory compliance, promotes transparent communication, and upholds the highest standards of integrity, confidentiality and professionalism.

Essential Job Functions

The following essential functions outline the primary duties of this position. They reflect management's assignment of key responsibilities but do not limit the scope of tasks that may be required.

A. Strategic Leadership & Alignment

- Aligns human resource strategies with Maine Turnpike Authority's mission, vision, values, and strategic priorities.
- Champions initiatives that promote fairness, respect, and inclusion, reinforcing MTA's commitment to a positive and equitable workplace culture.
- Provides strategic guidance to the Executive Director, Chief Administrative Officer, and Authority Board, and department directors on workforce issues and HR initiatives.
- Leads all HR and employee relations programs, policies, and initiatives based on best practices and current workforce trends.
- Oversees development, implementation and administration of Applicant Tracking System and pertinent hiring metrics and trends to evaluate HR performance.
- Oversees evaluation and communication of organization's key performance indicators (KPIs) established by Cross-Functional Work Groups related to workforce.
- Leverages workforce analytics and HR technology to inform strategic decision-making and enhance the employee experience.

- Supports leadership across departments by providing workforce data and analysis to inform staffing, workload, and resource allocation decisions.
- Researches and prepares reports for executive leadership as required.
- Develops and implements the departmental budget, ensuring fiscal accountability and resource optimization.

B. Compliance, Policy & Employee Relations

- Develops, recommends, and enforces personnel policies and standard operating procedures (SOPs) to ensure compliance with all applicable federal, state, and municipal laws and regulations, including EEO, ADA, FLSA, and FMLA.
- Advises the leadership team on HR-related legal and regulatory matters to ensure organizational alignment and compliance.
- Interprets and provides guidance on HR policies, collective bargaining agreements, conflict resolution, job reclassification, and disciplinary matters.
- Manages labor relations matters for three union units, including initial inquiries, grievances filed, arbitrations, mediations, and Maine Labor Relations Board proceedings.
- Provides Leadership with documentation related to any grievance filed.
- Supports the Chief Administrative Officer during collective bargaining and serves as a key participant in negotiations.
- Serves as enforcer for compliance with guidelines and policies; investigates and resolves discrimination or harassment complaints; ensures equal opportunity in employment.
- Serves as liaison with MTA legal counsel and risk management on employment law matters, claims, and policy interpretation to support compliance and mitigate organizational risk.
- Initiates investigations requiring independent ombudsman involvement, when needed, related to employee incidents, liability claims, and violations of laws, policies, or contracts.

C. Workforce Planning, Development & Retention

- Directs MTA's succession planning process, identifying core competencies, development opportunities and areas of focus across the organization.
- Oversees the creation and maintenance of job descriptions for all MTA classifications.
- Develops and implements strategies for recruitment, talent acquisition, and retention to attract and sustain a skilled, motivated, and representative workforce.
- Leads training and professional development programs to enhance employee skills, engagement, and performance.
- Oversees onboarding and end-of-employment processes, ensuring consistency and compliance.
- Promotes a culture of transparency, accountability, and continuous improvement within all HR operations.

D. HR Administration & Program Oversight

- Establishes and maintains secure electronic systems for HR records, ensuring confidentiality and compliance.
- Oversees benefit programs and contracts with third-party administrators to ensure costeffectiveness and legal compliance.
- Manages the employee evaluation process and supports supervisors in providing effective feedback and coaching.
- Oversees MTA's classification and compensation system, collaborating with the Executive Director, CAO, CFO, and COO to assess staffing and compensation needs.

- Directs MTA's Workers' Compensation, Occupational Medical, Employee Assistance, Unemployment Compensation, and Occupational Health and Safety programs.
- Ensures accurate completion of all required filings and reports (e.g., OSHA, ACA, 5500) and compliance with recordkeeping regulations (including 49 CFR Part 40 for drug and alcohol testing).
- Facilitates delivery of effective HR services with and without integrated HR technology.
- Participates in labor-management and other advisory committees as needed.

Supervisory Responsibilities

Directly supervises and evaluates the Deputy Director of Human Resources and provides leadership and guidance to all HR department staff.

- Promotes a positive, collaborative, and high-performance culture within the Human Resources team.
- Ensures that all HR staff understand their responsibilities, authorities, and accountabilities.
- Provides coaching, mentorship, and professional development opportunities to support employee growth and succession planning within the department.
- Establishes clear performance standards and conducts regular evaluations to support engagement and effectiveness.
- Fosters communication and collaboration across departments to ensure consistent HR service delivery and alignment with organizational priorities.

Education

• Master's degree preferred in Public Administration, Business Administration, Labor or Employee Relations, or equivalent relevant experience.

Experience

- At least ten (10) years of progressively responsible experience in public-sector human resources management.
- Experience leading HR modernization or digital transformation initiatives; experience managing multi-union, public-sector environments.
- Demonstrated experience in employee relations, labor negotiations, and organizational development.
- Proven ability to lead cross-functional teams and manage multiple complex projects with competing priorities.

Certifications

 Professional HR certification preferred — SPHR (Senior Professional in Human Resources) or SHRM-SCP (Society for Human Resource Management – Senior Certified Professional).

Knowledge, Skills, and Abilities

- Extensive knowledge of federal, state, and municipal employment laws and regulations, including EEO, ADA, FLSA, FMLA, Workers' Compensation, OSHA, and related programs.
- Strong understanding of classification and compensation systems, including the Federal Standard Occupational Classification (SOC) system.
- Expertise in wage and salary administration, benefits management, labor relations, and safety programs.
- Skilled in mediation techniques, conflict resolution, and employee engagement strategies.
- Strong leadership and supervisory abilities, with demonstrated success in coaching, motivating, and developing staff.

- Excellent communication skills—both written and verbal—with the ability to present complex
 information clearly and persuasively to diverse audiences, including executive teams and public
 boards.
- High degree of judgment, discretion, and professionalism, particularly in managing confidential or sensitive information.
- Ability to interpret, apply, and communicate complex policies, laws, regulations, and collective bargaining agreements.
- Strong analytical, problem-solving, and decision-making skills.
- Proficiency with Microsoft Office Suite (Word, Excel, Outlook); experience with HRIS systems such as ADP preferred.
- Demonstrated ability to build trust and collaboration across departments and work effectively with all levels of the organization.
- Strong organizational and time management skills, with the ability to manage multiple priorities in a fast-paced environment.
- Commitment to continuous learning and maintaining up-to-date knowledge of emerging HR trends and best practices.

Working Conditions / Physical Demands

- Work is primarily performed in a professional office environment with occasional travel to field or operational sites.
- May occasionally be exposed to outdoor weather conditions and mechanical areas where safety precautions are required.
- Requires close visual acuity and the ability to adjust focus quickly.
- Must be able to lift and move up to 20 pounds occasionally.
- Regular work schedule is eight (8) hours per day, forty (40) hours per week, Monday through Friday.
- May be required to work extended hours during peak periods or special projects.
- Requires the ability to sit for extended periods and maintain focus while working at a computer.
- Must be able to travel to other MTA sites and meetings as needed.