

## DIRECTOR OF HUMAN RESOURCES AND OPERATIONS

Threshold Acoustics and AV is excited to find our first-ever Director of Human Resources and Operations. Your new career will be an important part of our team, supporting our specialized consultants with backgrounds in audio-video technology, architecture, physics, engineering, and the performing arts. Through this position, you'll get to uplift this incredible group of individuals and our office culture for years to come.

**Please know:** Being the Director of Human Resources at Threshold is a special opportunity. Threshold is filled with great people who work well together, supporting the vision of the organization and our clients with a generous spirit. Our firm culture is one of clarity, wit, and approachability. To be right for this opportunity, you should have a demonstrated passion for helping others succeed and shaping the culture of an organization. A passion for the arts is a huge plus.

**About our Company:** Located in the Chicago Board of Trade building, Threshold Acoustics is a growing acoustic consulting firm with over 30 employees. While we are based in Chicago, our work is global with many of our staff members traveling weekly across the US and to Canada. The ideal candidate develops trust as a strong intrapersonal communicator, is comfortable in a position of leadership, and upholds a strict level of confidentiality. The role is envisioned as bringing professionalism to all staff human resources issues. As a growing firm, staff concerns vary widely from personal issues that affect their professional lives to professional growth, performance monitoring and inclusivity initiatives.

### Summary

The role is intended to bring expertise, leadership, and professionalism to the areas of human resources (HR) and day-to-day business operations (as distinct from project operations) to reduce the time burden of management in these areas from the professional staff, principals, and partners.

In a growing firm of over 30 people, staff concerns vary widely:

- firm culture
- internal and external staff interactions
- professional growth
- performance monitoring
- compensation and metrics
- management of a hybrid workplace
- diversity/equity/inclusivity/belonging initiatives that draw and retain qualified personnel with different backgrounds, experiences and interests
- personal challenges affecting their professional lives

Operationally, leadership in areas that affect work environment and staff well-being is a priority.

The role will have opportunities for growth as the firm expands, with the possibility of additional offices in alternative geographic regions. We have an historically low turnover and are looking for an individual to help foster an environment where personnel look forward to work and for opportunities for growth within the firm.

This individual will handle staff concerns. The position is intended to have the ability to act as the "face of the Leadership" when needed while upholding a strict level of confidentiality.

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## Reporting

The individual also reports directly to the Managing Partner and will participate in leadership meetings.

## Location

The position does not require travel and will require an in-office presence, though hybrid options exist. The firm supports attendance at professional development conferences if the Director cares to take advantage of those types of opportunities.

## Qualifications:

- Bachelor's Degree in Human Resource Management, Business Administration, or a related field required. Master's Degree is a plus.
- 7+ years' experience in a Human Resources role is a strong preference.
- Experience working in performing arts field, the architectural design environment or related disciplines
- Senior Professional Human Resources (SPHR) will be highly regarded.
- Strong knowledge of employment laws and regulations in Illinois
- Excellent interpersonal and communication skills
- Strategic thinker with the ability to align HR practices with business goals

## Responsibilities:

- Employee Relations:
  - Handle staff questions / concerns
- Staff training and development
  - Develop processes in collaboration with Senior staff who are the day-to-day staff mentors. Provide and/or oversee the orientation and training of new staff members. Work collaboratively to communicate and support these efforts.
  - Track and/or modify the current system of periodic check-ins with mentors to adjust approach or reinforce success.
  - In collaboration with the supervisor / mentors periodically review timesheets to understand staff focus and attention to project work. Advise on addressing areas of concern.
  - Coordinate annual mandated staff training (Sexual Harassment and Bystander Training)
  - Establish a budget for additional training resources as required or suggested (such as)
    - Implicit Bias
    - Critical Conversations
    - Wellness
    - Stress management
  - Participate in evaluation and monitoring of training programs. Follow up to ensure training objectives are met
- Performance Management:
  - Currently staff reviews occur during the anniversary of the employee's original hire date, leading to 2-4 staff reviews per month
  - Schedule/coordinate annual reviews and 6-month check-ins in collaboration with Executive Assistant
  - Develop metrics with respect to performance management
  - Setup and oversee 3-month check-ins for interns and new staff, set up exit interviews as required

- Policy Development:
  - Review, develop and implement employment policies
  - Complete and update Employee Handbooks with outside counsel
  - Monitor relevant employment laws
  - Monitor industry-related personnel trends
  - Maintain and adapt policies around Hybrid Working and Remote Staff
- Benefits
  - Review renewal of benefits contracts and make recommendations to Partners
  - Prepare/schedule/coordinate annual benefit renewals with third party administrators
- Recruiting
  - Manage announcements of open positions
  - Track applicants
  - Manage interview process
  - Assist with organization of on-boarding and orientation programs

**On Occasion, Lead / Oversee the following:**

- Immigration
  - Work with the firm's immigration attorney to support applications for work visas and permits for work in foreign countries (predominantly Canada)
  - Assist international employees with expatriate assignments and HR related matters
- Federal Contracting
  - Assist Director of Communications, Director of Accounting, and Business Development staff with Federal Forms related to project pursuits for the Governmental Services Administration (GSA), Overseas Building Operations (OBO), or other Governmental Organizations
- Miscellaneous
  - Communicate changes in policies and procedures in collaboration with the Leadership
  - Maintain employee personnel files – institute latest filing procedures if/as required
    - Provide other human resource support as directed by Leadership/Management

**Interface with Principals and Directors to ensure forward momentum on staff initiatives:**

- Assist the office Social Justice committee as an ex-officio member of the committee

**Interface with Director of Accounting:**

- To review trends and metrics to develop staffing solutions, programs, and policies
- Compensation
  - Collaborate with Director of Accounting with benchmarking of the firm's compensation model via compensation surveys and other resources as appropriate
  - Work with partners to establish annual budgets for compensation increases and budgets for additional staff
- Compliance
  - Work with Director of Accounting to manage compliance for staff in Illinois and remote staff in various states

- Answer questions with the support of plan administrators for 401K and Health Benefits or refer staff to the appropriate external professional when necessary or appropriate. (health benefits broker, or Merrill Lynch (who provides our 401K oversight))
- At staffing turnover – coordinate financial packages with Director and Payroll Coordinator and employment attorney as necessary
- Interface with Insurance Broker for General/Professional/Automobile insurance policies

**Operations Lead:**

- Track office maintenance agreements and contracts, including lease and leasehold improvements
- Manage relationships with insurance broker for Business Insurance
- Perform review and analysis of special office projects and keep management properly informed
- Identify opportunities for process and office improvements, and design and implement new systems