



JOB TITLE: Human Resources Manager
DEPARTMENT: Human Resources
REPORTS TO: Vice President of Human Resources
SUPERVISES: NA
FLSA STATUS: Exempt

- **Housing Industry experience highly preferred**
- **Residential Multifamily experience highly desired**

COMPANY SUMMARY:

LSA Management is an innovative new property management firm combining the expertise and passion of Laurel Street with a long-term owner’s focus on quality and impact providing a unique opportunity to add value for residents, team members, and partners. LSA strives to provide best-in-class property management for apartment communities across the Southeast. Headquartered in Charlotte, LSA Management provides property management services for all Laurel Street communities in Georgia, Virginia and North Carolina. In 2023, this includes 3,000 units in Georgia, North Carolina, and Virginia. By 2030, LSA Management expects to have a management portfolio of over 10,000 units.

Laurel Street is a mixed-income housing developer and owner headquartered in Charlotte, North Carolina with a development portfolio of nearly 5,000 units across the Southeast. Our portfolio includes a mix of Low-Income Housing Tax Credit communities and workforce housing developments that serve middle income and market rate households. The Laurel Street and LSA organizations are deeply committed to providing best in class housing opportunities for families of all income levels.

POSITION SUMMARY:

- Housing Industry experience highly preferred
- Residential Multifamily experience highly desired

The incumbent in this role will be responsible for employee development, employee relations, team onboarding, retention, LSA organizational HR compliance, and employee events. The Human Resources Manager partners with the other regional positions and the Community Managers to help ensure that the LSA Management organization runs smoothly. These



essential business objectives will be accomplished and in alignment with LSA's operational goals and objectives for the region and the company overall. This role will be responsible for employees in our communities in the region that consists of affordable, mixed income, senior, multifamily, and other conventional workforce communities.

EXPECTATIONS FOR ALL EMPLOYEES

Supports the organization's values and culture by supporting and encouraging collaboration, innovation, excellence, and commitment to the communities we serve, and meeting the owner's goals and objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES

RECRUITING: Maximize our operating efficiency by hiring strong qualified candidates for open and new positions.

This includes:

- o Effective sourcing of candidates to ensure sufficient quality applicant flow
- o Maintain a strong internal posting process to allow current employees to apply for open positions
- o Coordinate with HR Recruiting and Payroll Administrator a resume review process involving the hiring managers.
- o Develop effective interviewing process for all positions to allow for consistency in a strong hiring practice
- o Approve all offer letters prior to them being sent
- o Reviewing job descriptions to confirm they are up to date and compliant with all local, state and federal regulations

ONBOARDING: Create and maintain an onboarding process that welcomes new employees, supports them in their training and successfully integrates them into our Company.

This includes:

- o Manage the weekly onboarding of all new employees including
 - Confirm new hires and department heads are fully participating in onboarding
 - Monitor and confirm all department leaders conduct their section of the onboarding fully according to the schedule each week, adjusting for any conflicts.
 - Review and approve all new hire entered into payroll system for accuracy



- During onboarding, confirm all newly hired employees have full access to the systems needed for their positions.
- Confirm that the required follow up by department leaders or SME's is happening.
- Update and modify onboarding to make it as effective as possible.

SUBJECT MATTER EXPERTS PROGRAM: Manage a program to identify subject matter experts on all areas of LSA performance, that allows us to pair other employees with these experts to support employee development.

This includes:

- o Determine areas of need for Subject Matter Experts (SME's) to support the development of the LSA team members.
- o As part of onboarding or performance development, set up an assignment of support between employees and related SME's.
- o Assist in determining bonus or compensation incentives for SME's to encourage participation in the program and to reward individuals providing this support.
- o Develop tracking and feedback mechanisms to determine the success of the program and any needed changes to make it more effective.

EMPLOYEE DEVELOPMENT: Working with Leadership to develop programs to support and encourage our employees to grow in their positions and gain the experience needed to grow within LSA Management.

This includes:

- o Work with employees interested in advancing to obtain any missing skill sets and to gain needed experience.
- o Provide managers with support in developing action plans for employees with training deficits or performance issues to encourage them to improve.
- o Provide periodic HR Training to encourage employees to add to their skill sets and training.
- o Identify additional training opportunities to identify experience and skill set gaps and create opportunities for internal development of employees within LSA career paths.

EMPLOYEE PERFORMANCE: In partnership with Leadership develop a strong process for providing employee performance documentation and discussions.

This includes:

- o Train managers in effective performance discussions and documentation.
- o Work with managers to ensure performance issues are quickly identified and addressed.



- o Confirm that performance expectations are being fairly maintained within LSA Management.
- o As trends are noticed, identify training, support or additional measures to help limit repeating issues that can be improved before performance issues occur.
- o Train new managers and provide continuing training to managers on writing effective performance documentation, administering performance discussions and following up on performance issues.
- o Provide guidance on how managers can communicate with their employees in a professional and effective manner.

PERFORMANCE REVIEWS: Create and manage the annual performance review process and new hire review discussions.

- o Work with Managers to identify key metrics used in evaluating each position.
- o Develop a consistent process for the key metric measures to be reviewed and evaluated during the year to allow employees to improve the key measures.
- o Schedule and manage the annual review process, including review of key metrics results and other areas of performance to address by position.
- o Work with managers to set up a goal setting process by position to identify areas of performance improvement, and individual personal development opportunities.

LEADERSHIP : Work with the full LSA Management team to present transparent and clear communications to employees.

- o Work collaboratively with the new property onboarding team to ensure a successful and efficient HR process for newly acquired assets.
- o Direct and support the on-site personnel and performance of each community, coaching leaders and providing clear and concise feedback and direction, selection and staffing decision-making.
- o Work with and support all back office and corporate support functions which includes but is not limited to compliance, finance and accounting, asset management, capital projects and human resources.
- o Recognizes opportunities for team development when there is performance based and cultural concerns.
- o Respond to any and all team member's concerns and investigate and resolve as needed.

Adherence to Property Management Rules, Regulations and Guidelines

- o Conduct all business in accordance with company policies and procedures, Fair Housing, Americans with Disabilities Act and all other laws pertaining to the apartment industry
- o Meet compliance and eligibility requirements as established by the appropriate



- local, state and/or federal agencies
- o Ensure proper procedures are followed as detailed in the employee and management handbooks
 - o Respond to any potential housing violations and liability concerns regarding the community
 - o Seek approval and guidance of Regional Manager within specified parameters.

Qualifications

- Housing Industry experience highly preferred
- Residential Multifamily experience highly preferred
- A bachelor's degree in human resources, labor relations, organizational development, business or related area required or a comparable level of education and experience.
- 3 - 5+ years of experience in multi-site HR Management is highly desired.
- HR experience in multifamily property management is not required but is recommended.
- Demonstrated competence in organizing and executing strategic plans.
- Must possess intermediate skill level of the Microsoft Office Suite (Word, Excel, PowerPoint), Internet and email.
- Strong interpersonal skills as well as strong verbal and written communication skills required
- Experience with human resource information systems (HRIS).
- Knowledge of a broad range of human resource strategies and practices, including compensation, performance management, safety, hiring and employee relations. Able to apply these strategies and practices in compliance with employment regulations.
- Occasional travel within region required.
- Training experience desired
- Ability to work well under time and other constraints; must be adept at multi-tasking