



Human Resources Manager

Summary

TheaterWorksUSA (TWUSA) is seeking an experienced **Human Resources Manager** to join our NYC-based team. Since 1967 we have been a trailblazer in the not-for-profit theater industry with our repertoire of 146 literature- and history-based plays and musicals playing a leading role in the rise of theater for young audiences as an art form. We are proud to say that 100 million children, educators, and families have joined us at the theater to enjoy titles ranging from classics like *Charlotte's Web* and *Freedom Train* to contemporary favorites like *Dog Man: The Musical* and *The Lightning Thief: The Percy Jackson Musical*.

The Human Resources Manager is a full-time employee who will lead and direct all HR functions at TWUSA, including compliance, employee support, benefits and compensation administration, recruitment, onboarding, and staff retention. This position reports to the General Manager

Duties and Responsibilities

- Create a positive, optimistic, practical environment to encourage the constructive engagement of current and prospective employees, both administrative and artistic.
- Foster a culture that values learning and professional development. Facilitate hands-on experiences, mentorship, workshops, and online resources.
- Keep up to date with the latest applicable federal, state, and city laws and guidance, and interpret such laws appropriately while providing management and employees assistance with compliance and policy issues.
- Maintain and update existing HR policies and practices documentation, including but not limited to the TWUSA Employee Handbook.
- Support and coach employees and supervisors on HR concerns as they arise. Facilitate conflict resolution processes for both administrative and artistic staff.
- Manage administration of other HR services including employee relations, performance review processes, organizational development, and pay equity in accordance with best practices and TWUSA's mission.
- Work alongside the General Manager to conduct an annual analysis of benefit plans and oversee open enrollment.
- Administer benefit programs (including group health, workers' compensation, unemployment, COBRA, and retirement plans), including onboarding, serving as primary contact with brokers, processing changes, and ensuring proper payroll deductions.
- Respond to employment verification requests.
- Provide initial review of all candidates, including screening for experience, recommendations, and salary requirements.
- Process weekly payroll and oversee employee payroll file maintenance.
- Provide employee related reports for grants, internal requests or analysis, benefits requirements, and compliance.
- Ensure TWUSA is actively recruiting, hiring, and supporting its staff and production teams with diversity and inclusion at the forefront of the process.
- Oversee and continue to develop the onboarding and off-boarding process for employees, working with all departments to ensure smooth transitions.
- Lead all EDI, anti-harassment, and anti-bias training.
- Assist General Manager and Company Management team in following any and all applicable union guidelines.
- Support and counsel supervisors and managers in carrying out their managerial responsibilities.
- Communicate with Executive Director, General Manager, and Senior Staff regarding personnel issues as necessary.



- Other duties as assigned.

A successful candidate will be:

- Committed to an equitable and inclusive community.
- Experienced in compliance, working within teams to solve issues, benefits management, and payroll processing.
- Understand the organization's long-term goals and the skills required to achieve them.
- Customer services oriented and committed to closing loops and getting answers.
- Enthusiastic about supporting staff and managers.
- Stay informed on industry trends.
- Committed to open and honest communication.
- A collaborative team member.
- An empathetic listener and solution-oriented problem solver.
- Emotionally intelligent, a strong and thoughtful communicator (both virtually and in-person), and able to act with discretion.
- Proficient in Excel, Word, and Teams; familiarity with Paycom a plus.

Compensation and Location:

- This position is a full-time exempt position with an annual salary ranging from \$63,000 to \$69,000 based on experience and qualifications. Compensation package includes 99% employer-paid health insurance, voluntary, dental insurance, FSA Transit/Health/Dependent accounts, access to a voluntary 401(k) plan after one year of employment, and a total of 30 days of paid time off annually. The **Human Resources Manager** will work out of our main office in NYC with the opportunity for some remote work.

Application and Instructions:

- Please submit a resume and a statement that includes your approach to equity, diversity, and inclusion. EDI is an important part of TWUSA's mission, and we ask you to share the ways you imagine bringing a commitment to EDI to your work. No "cover letters" necessary. While we ask that resumes be submitted in written form, we invite applicants to submit their application via a written statement, audio, or video recording - whatever form best suits your self-expression.
- Please submit your application with the subject line "Human Resources Manager" to jobs@twusa.org. Applications will be reviewed on a rolling basis until the position is filled.
- TheaterWorksUSA serves a diverse, nationwide audience and strives to build a staff, board, and programming that reflects the diversity of our audience. We strongly encourage candidates from communities that have been historically underrepresented to apply.
- TheaterWorksUSA is committed to creating a diverse and inclusive environment and is proud to be an equal employment opportunity employer. TheaterWorksUSA will not discriminate against an applicant or employee on the basis of race, color, religion, creed, national origin or ancestry, sex, age, physical or mental disability including gender dysphoria and similar gender-related conditions, gender (including pregnancy), veteran or military status, actual or perceived sexual orientation, gender identity or expression (including status as a transgender individual), predisposing genetic characteristics, genetic information, marital status familial status, domestic violence victim status, or any other legally recognized protected basis under federal, state, or local laws.
- TheaterWorksUSA complies with applicable disability laws and makes reasonable accommodations for qualified applicants and employees with disabilities. If reasonable accommodations are needed to participate in the job application or interview process or to perform essential job functions, please contact jobs@twusa.org or call 212.647.1100.