CITY CENTER MARKET
food co-op & deli

Human Resources Manager
JOB DESCRIPTION

Purpose: To manage and execute all human resource functions for City Center Market, including recruitment, onboarding, compliance, employee relations, benefits administration, training support, and workplace culture, while supporting managers and maintaining a positive, confidential, and legally compliant employment environment.

Status: Reports to General Manager
Full-Time
Pay Level IV

RESPONSIBILITIES

I. TALENT ACQUISITION & ONBOARDING

- **A.** Manage the full-cycle recruitment process for retail floor staff, department leads, and management.
- **B.** Draft and update job descriptions; post openings on local, collegiate, and digital job boards.
- **C.** Screen applicants, coordinate interviews with department heads, and participate in final selection.
- **D.** Coordinate pre-employment screening, prepare offer letters, and manage wage notice compliance.
- **E.** Lead engaging orientation and onboarding programs that introduce new hires to store policies, safety guidelines, and the co-op's values.

II. LEGAL COMPLIANCE & RECORDKEEPING

- **A.** Ensure strict compliance with all federal, Minnesota state, and local employment laws (FLSA, FMLA, ADA, Minnesota Wage Theft Act, Earned Sick & Safe Time, and state Paid Leave).
- **B.** Maintain accurate and confidential personnel files, medical records, and form I-9 documentation.
- **C.** Oversee workers' compensation claims, OSHA reporting (OSHA 300 logs), and workplace injury investigations alongside the operations team.
- **D.** Keep the Employee Handbook and store HR policies updated, clearly communicating changes to staff.

III. EMPLOYEE RELATIONS & LEADERSHIP COACHING

- **A.** Act as a neutral & trusted sounding board for employees across all shifts and departments.
- **B.** Coach department managers on performance management, constructive feedback, conflict resolution, and progressive discipline.
- **C.** Conduct objective & thorough internal investigations regarding workplace grievances or policy violations and recommend corrective action.
- **D.** Coordinate annual performance evaluation cycles with department managers.

IV. BENEFITS, COMPENSATION, & LEAVE ADMINISTRATION

- **A.** Oversee open enrollment, daily administration, and vendor communication for group health, vision, dental, life, and retirement plans.

B. Track employee eligibility for benefits based on hours worked; assist staff with claims inquiries.
C. Process and manage leaves of absence (FMLA, Minnesota Paid Leave, military, medical, and personal leave).

V. TRAINING & CULTURE INITIATIVES

A. Partner with department managers to standardize operational and safety training protocols.
B. Facilitate periodic supervisory training for department leads, including effective communication, active listening, and anti-harassment.
C. Organize staff recognition programs, milestones, and employee appreciation events.

PREFFERRED EDUCATION & EXPERIENCE

- 3-5+ years of progressive HR experience as a Generalist or solo HR Manager.
- Experience in retail, grocery, hospitality, or shift-based customer service industries is highly preferred.
- Bachelor's degree in Human Resources, Business Administration, or a related field is preferred, or an equivalent direct professional experience. SHRM-CP or PHR certification is a plus.

PREFERRED TECHNICAL & HR SKILLS

- Solid understanding of Minnesota employment regulations, wage & hour laws, statutory leave requirements, and employment recordkeeping practices.
- Experience maintaining confidential personnel files, form I-9 documentation, benefits records, and HR compliance documentation.
- Comfort using HR, payroll, scheduling, Microsoft 365, and related systems to support accurate employee records and communication.

SOFT SKILLS & WORK STYLE

- Proven track record of operating effectively in an independent, solo HR role with minimal oversight daily.
- Outstanding verbal and written communication skills with the ability to connect authentically with a wide demographic range, from part-time student staff to seasoned career managers.
- Absolute commitment to maintaining strict confidentiality regarding employee data, payroll, and proprietary store operations.

ESSENTIAL PHYSICAL REQUIREMENTS

- Mix of office workstation duties, including computer use, phone communication, and record organization, with active presence on the retail grocery floor.
- Ability to periodically walk, stand, and move across retail departments to maintain visible accessibility to floor staff.
- Periodic evening or weekend availability to connect with non-standard shift workers as needed.