

## **POSITION DESCRIPTION**

Class Title: Director of Human Resources and Communications  
FLSA: Exempt  
Date: April 2026

### **Director of Human Resources and Communications**

The Director of Human Resources & Communications provides strategic leadership and oversight for the Town's Human Resources operations and public communications. The position ensures all HR programs, policies, and practices comply with Town, State, and Federal regulations, and supports a positive, effective, and legally compliant workplace. The Director also leads communication and marketing efforts to ensure clear, consistent messaging to residents, employees, property owners, and the wider community. Responsibilities include management of all communication platforms, including social media, the Town website, email, print, and broadcast media.

Key responsibilities include managing the Human Resources department budget, advising management and staff, and developing and implementing plans, systems, policies, and processes for workforce planning, legal compliance, employee relations, compensation, and benefits. The Director oversees daily HR operations, leads recruitment and hiring efforts, ensures HR policies are current, manages benefits administration, and collaborates with external benefit partners. The role also manages the Town's marketing, communication plans, and public information efforts.

### **SUPERVISION RECEIVED**

Reports directly to the Town Manager and exercises independent judgment based on professional knowledge, policies and procedures.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

Human Resources:

1. Oversees all HR operations, including recruitment, hiring, onboarding, employee development and performance management.
2. Administers employee benefits and coordinates with external partners, including managing the Town's FMLA program and Workers' Compensation claims.
3. Partners with the leadership team to formulate, develop, implement and evaluate HR Management Strategy to achieve the Town's goals.

4. Ensures effective administration of the performance management process and supports department heads with training, coaching, and guidance in addressing performance issues.
5. Reduces legal risk through proactive training and education, conflict-management systems, and thorough investigation of complaints involving harassment, discrimination, or unfair practices.
6. Ensure legal compliance with State and Federal employment laws and maintain accurate HR records, including employee files.
7. Manages position classification, compensation programs, and HR policy development.
8. Develops and manages the HR department operating budget.
9. Promotes a positive, inclusive and productive work environment.

#### Communications:

1. Develops and implements communication strategies to inform and engage residents, property owners, staff, and the public.
2. Manages all communication platforms, including the Town website, social media, email, print materials, and media relations.
3. Oversees branding, marketing, and public information initiatives to ensure consistent, clear and accessible messaging.
4. Collaborates with departments to support communication needs and promote Town programs and services.

### **DESIRED MINIMUM QUALIFICATIONS**

#### Education and Experience:

- Bachelor's degree in Human Resources, Public Administration, Communications, or a related field required.
- Seven to ten years of progressively responsible HR experience, including at least 5 years in a leadership or management role.
- Experience in municipal government or a the public sector preferred.
- Experience in communications, public relations, or marketing are highly desirable.

#### Knowledge, Skills, and Abilities:

1. Comprehensive knowledge of State and Federal employment laws and HR best practices.
2. Strong leadership, organizational, and decision-making skills.

