Human Resources Manager

New England Botanic Garden at Tower Hill, PO Box 598, Boylston MA 01505 508-869-6111

Direct Manager:	COO		
Department/Group:	Human Resources	**Job Category:**	Full-time, exempt, benefits eligible
Location:	Boylston MA	**Travel Required:**	Minimal
Rate:	$75,000 - $80,000	**Apply:**	https://bit.ly/nebg-jobs

Position Overview

New England Botanic Garden is committed to connecting people with plants, fostering environmental stewardship, and creating meaningful experiences that inspire our community through horticulture, education, and nature.

The Human Resources Manager is responsible for the administration, coordination, and continuous improvement of NEBG's human resources functions. This position serves as a strategic and operational partner to leadership and staff across the full employee lifecycle. This position reports to the COO, and supports the Senior Leadership Team and staff to ensure HR practices support NEBG's mission, values, and strategic goals. The position is responsible for developing and maintaining effective HR processes, promoting employee engagement, ensuring compliance, and promoting a positive workplace culture.

Team Culture

- Be part of an exceptional, respectful, and inclusive workplace culture that values both high performance and work-life balance.
- Enjoy comprehensive benefits, retirement savings options, generous paid time off, and holidays.
- Work for an organization deeply committed to diversity, equity, inclusion, and accessibility (IDEA).
- Explore opportunities to attend IDEA workshops and initiatives that foster a culture of belonging across the organization.

Responsibilities

- Lead and manage NEBG's day-to-day human resources functions, including recruitment, onboarding, employee relations, benefits administration, performance management, and compliance.
- Ensure compliance with federal, state, and local employment laws, as well as organizational policies and procedures.
- Partner with managers to support hiring needs and coordinate employee onboarding initiatives.
- Oversee employee records, HR (Paycom), CORI/SORI screening, leave administration, workers' compensation, and other HR-related processes.
- Administer the annual performance review process including timelines, tools, manager communications, and tracking. Identify patterns and surface themes from the review cycle to inform organizational priorities.
- Work with managers to identify professional development opportunities for staff.
- Coordinate employee training, professional development, and organizational initiatives that support engagement, retention, and positive workplace culture.
- Serve as a go-to resource for employees and managers navigating HR questions, workplace concerns, and conflict resolution.
- Coach managers on handling performance issues, difficult conversations, and team dynamics.

- Administer the annual employee engagement survey, including communications, distribution, and data collection. Analyze survey results and present findings and trends to leadership to support action planning.
- Assist with compensation, benefits, workforce planning, policy development, and continuous improvement of HR processes.
- Support organizational safety, security, and risk management efforts while serving as a resource to employees and leadership.
- Lead offboarding processes including separation documentation, exit interviews, and final administrative steps, ensuring a respectful and consistent experience.
- Promote a positive, inclusive, and respectful work environment that supports NEBG's mission, values, and IDEA initiatives.

Leadership and Interpersonal Relations
The Human Resources Manager serves as a trusted advisor and resource to managers and employees throughout the organization. This position plays a key role in supporting employee engagement, workplace culture, organizational effectiveness, and leadership development.

The Human Resources Manager is expected to maintain confidentiality, demonstrate sound judgment, communicate effectively, and model professionalism and respect in all interactions.

Schedule

This is a full-time position, exempt from overtime, with general hours Monday-Friday 8:30-5:00.

Physical Demands / Working Conditions:
- Must be comfortable working in a temperature variant environment.
- Must be able to frequently navigate uneven grounds and stairs.
- Demonstrated ability with computers, including MS Office, Paycom, Versai or other CRM/POS system.
- Able to use standard office equipment such as phones and copiers.

Education and Experience
- Bachelor’s degree in human resources, Business Administration, Organizational Development, or a related field, or equivalent experience.
- Minimum of 3-5 years of progressively responsible human resources experience.
- Experience with employee relations, recruiting, performance management, benefits administration, and employment law compliance.
- Experience supporting managers and advising leadership on HR matters.
- Experience working in a nonprofit, educational, cultural, or mission-driven organization preferred.
- Strong interpersonal and communication skills with the ability to build trust across all levels of the organization.
- High degree of discretion and good judgment when handling sensitive or confidential matters.