



Software Solutions

Personal Attention. Public Solutions.

Director of HR and Administration

Department:	Administration
Reports to:	President/CEO

Job Summary

The Director of HR and Administration is responsible for leading all human resources operations and managing the administrative infrastructure for Software Solutions. This role serves as the primary steward of the employee lifecycle—from recruiting through retirement—while ensuring compliance, strong employee engagement, and effective operational support. This role also acts as the central point of accountability for administrative continuity and quality, proactively anticipating operational needs, addressing issues before they escalate, and ensuring leadership, employees, and visitors experience a well-run, organized, and responsive workplace. Following a one-year mentorship period, this individual will operate independently and serve as a trusted advisor and confidential resource to the President/CEO, collaborating closely on people strategy, workforce planning, and organizational initiatives.

Summary of Essential Job Functions

Human Resources & Benefits Leadership

- Own full-cycle recruiting (in coordination with our recruiting partner), onboarding, and offboarding processes
- Maintain and evolve job descriptions, compensation reviews, and offer processes
- Administer all health and ancillary benefits, COBRA, FMLA, workers' compensation, and unemployment claims
- Lead annual open enrollment and manage vendor relationships (Paylocity, Employee Navigator, brokers)
- Maintain employee handbook and ensure compliance with federal, state, and local employment laws in coordination with legal counsel



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HRIS Oversight

- Partner with the Accounting team to maintain payroll data integrity to ensure accurate payroll processing and benefit deductions
- Maintain HRIS systems, employee records, PTO tracking, etc.

Employee Engagement & Culture

- Design and execute employee engagement initiatives, recognition programs, and internal communications
- Serve as the primary organizer and executor of company-wide logistics and events

Administrative & Operational Leadership

- Supervise administrative staff and ensure front-office continuity
- Manage day-to-day administrative functions, facilities operations, and vendor relationships
- Provide hands-on operational problem-solving across a wide range of administrative issues
- Act as the central point of accountability for administrative continuity and quality

Executive Partnership

- Provide thoughtful guidance and support to the President/CEO on employee matters, sensitive issues, and organizational risks and initiatives
- Act as a confidential sounding board and operational problem-solver
- Support Board of Directors in administrative activities as Board Secretary

Education and Professional Experience

- 5–12 years of progressive HR experience, including hands-on benefits administration
- Demonstrated experience in HR compliance, employee relations, HR operations, administrative and operational leadership
- Experience working closely with executive leadership
- Strong working knowledge of HRIS and payroll systems (Paylocity experience a plus)
- Bachelor's degree in human resources, business administration, or a related field (Master's degree or SHRM-CP or SHRM-SPHR certification a plus)
- High emotional intelligence, discretion, and executive-level communication skills



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Abilities Required

- Team-oriented
- Excellent communication (written and verbal)
- Ability to work independently
- Analytical
- Problem solver
- Always maintains a professional attitude toward customers
- Excellent organizational and project management skills
- Detail oriented
- Proficient computer skills
- Must be able to see and hear, read, and write
- Requires adaptability, analyzing, assessing, calculating, decision making, dependability, good judgment, reading, memorizing, social skills, speaking, and stress control

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Software Solutions is an Equal Opportunity Employer. This company does not and will not discriminate in employment and personnel practices on the basis of race, sex, age, handicap, religion, national origin or any other basis prohibited by applicable law. Hiring, transferring and promotion practices are performed without regard to the above listed items.

Send resume to: hr@mysoftwaresolutions.com