

Human Resources Manager

ORGANIZATIONAL BACKGROUND

The mission of Resilience is to end rape culture and empower sexual assault survivors through advocacy, education, and healing. Throughout Chicago, we provide nonjudgmental crisis intervention counseling, individual and group trauma therapy, medical and legal advocacy, public education, and institutional advocacy to improve the treatment of survivors, and to effect positive change in policies and public attitudes toward sexual assault. Established in 1974, Resilience serves over 2,000 survivors of sexual violence and their loved ones annually. Resilience has a main office in downtown Chicago, a community-based office in Chicago's West Side, and co-locations within partner organizations across the city.

Reports To: Director of Operations

Status: Full-time, Exempt

Salary Range: \$60,000-\$75,000

Benefits: HMO, Dental, Vision, and Life Insurance fully covered by the employer. Generous holiday schedule and paid time off. Free onsite gym at our Downtown Loop location.

Location: Hybrid (3 days onsite per week at Downtown Loop location). Additional in-person duties required at Resilience sites and partner locations.

GENERAL ROLE DESCRIPTION

The Human Resources Manager administers and strengthens the organization's human resources programs, including recruitment, onboarding, employee relations, benefits administration, payroll coordination, performance management, compliance, training, and HR operations. Reporting to the Director of Operations, this position serves as the primary HR resource for employees and managers and helps ensure that HR practices support organizational goals, compliance requirements, and a positive employee experience.

RESPONSIBILITIES

Talent Acquisition & Lifecycle Management

- Manage job postings, candidate coordination, interviewing, reference checks, and offer administration
- Collaborate with hiring managers to develop job descriptions and support effective hiring decisions
- Partner with leadership to create and maintain succession plans for key organizational positions
- Standardize and manage the full onboarding schedule for new hires; conduct exit interviews, process separation documentation, and analyze turnover trends

Professional Development/Performance Management

- Administer the goal-setting and annual performance review processes; support managers with performance improvement plans (PIPs) and corrective actions
- Identify organizational learning needs and coordinate compliance, leadership, and skills-based training programs
- Provide guidance and coaching to managers regarding employee relations, development, and team dynamics

Compliance, Policy & Employee Relations

- Develop, update, and implement HR policies and employee handbooks; partner with legal counsel and leadership to ensure alignment with applicable employment laws
- Serve as the primary HR contact for staff; champion an inclusive culture through employee engagement, recognition initiatives, milestone celebrations, and staff events
- Conduct or support objective employee relations investigations and recommend appropriate resolutions

Compensation, Benefits & Payroll Coordination

- Prepare, audit, and coordinate biweekly payroll data, collaborating with the Director of Operations for final processing
- Manage employee benefits enrollment, leave administration (FMLA/disability), and ongoing vendor relationships
- Assist leadership with salary benchmarking, market data collection, and annual compensation reviews

HRIS, Operations & Data Analytics

- Maintain HRIS data integrity, reporting, workflows, and employee records
- Generate and analyze key HR metrics (turnover, recruiting activity, demographics) to identify process improvements and support organizational planning

Perform other duties as assigned to further the reputation and financial stability of Resilience.

Position Requirements

- Minimum of 5 years of HR Generalist experience spanning recruitment, employee relations, benefits, HRIS, and performance management
- Bachelor's degree in Human Resources, Business Administration, or a related field required
- Deep working knowledge of Federal, Illinois, and Chicago labor laws and compliance requirements
- Proven ability to effectively coach employees through conflict resolution and confidently advise senior leadership on HR topics
- Strong project management skills with experience designing/revising HR policies, compensation practices, and data analytics
- Exceptional interpersonal skills with the ability to partner across teams, listen actively, and present clear expectations
- Demonstrated experience fostering inclusive workplace practices and supporting a diverse, multigenerational workforce
- Ability to thrive in a small, collaborative, and trauma-informed non-profit environment

Preferred Qualifications

- SHRM-CP/SCP, PHR, or SPHR certification
 - Prior HR experience within a 501(c)(3) non-profit organization or trauma-informed setting
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Organizational Requirements

- Exceptional executive functioning skills
 - Adaptability, conscientiousness, and reliability
 - Excellent verbal and written communication skills
 - Ability to give and receive honest, constructive feedback
 - Ability to take initiative and work independently, as well as in a team environment that includes cross-department coordination
 - Passion for Resilience's mission required
 - Flexibility to work evening and weekend hours
 - Completion of minimum 40-hours of sexual assault training within 90 days of hire
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Hybrid Work Environment

To support team collaboration and operational success, Resilience utilizes a structured hybrid work schedule requiring 2-3 days per week in the office. While we value workplace flexibility, this position requires regular onsite presence and is not a remote role. Onsite schedule requirements are based on organizational need and individual performance, and may be adjusted as necessary.

Background Check Requirements

Due to the nature of our funding, all staff, interns, and volunteers are required to clear a criminal background check, free of convictions related to 1) any sex offense, and 2) any offense in which the victim is, by statute, a youth, including but not limited to, child abuse and child endangerment. Additional background checks vary by position and are required for work with Chicago Public Schools and with survivors who are incarcerated. Those who do not pass these requirements are not eligible for employment.

Environmental/Physical

Due to the nature of our work, all employees have the following potential risks, which will vary depending on the role:

- Exposure to vicarious trauma
 - Exposure to environmental and/or psychological hazards on or offsite at select partner locations
 - Physical requirements may include (extended or periodic) walking, bending, reaching, sitting, and lifting
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Benefits and Perks

At Resilience, we believe caring for our team is essential to caring for our community. Eligible employees have access to a comprehensive benefits package that includes medical, dental, and vision insurance, life and disability coverage, a retirement savings plan, flexible spending accounts, and an Employee Assistance Program (EAP) offering confidential counseling and support resources.

Employees also enjoy generous paid time off, including holidays, vacation, sick time, wellness time, bereavement leave, jury duty leave, and other protected leaves of absence. We have a fully-equipped fitness center onsite at our Downtown Loop location that offers staff a convenient way to focus on health and wellness before, during or after the workday. We are committed to supporting the health, well-being, and professional growth of our staff so they can thrive both at work and in their personal lives.

How to Apply

To apply, please complete our application here: <https://ourresilience.bamboohr.com/careers/>

Persons of color and LGBTQ+ persons are encouraged to apply. Resilience is an equal opportunity employer and does not discriminate on the basis of race, age, sex, gender identity, gender expression, national origin, sexual orientation, or disability in its procedures and policies.

Resumes without a cover letter will not be considered. Thank you.