



## Title: Director, People Services

**Department:** People & Property

**Business Unit:** People Services

**Reports to:** VP, People Services

**FLSA:** Exempt

**Pay grade:** 6

**Last updated:** 01/2026

## Position Summary

The Director of People Services leads all People Service operational functions for the Michigan Economic Development Corporation (MEDC). This role is responsible for developing, evaluating and implementing MEDC's human resources policies, procedures, and initiatives. This position oversees People Service functions including, but not limited to, payroll, benefit administration, disability and leave of absence case management, performance management, compensation and classification, and labor and employee and relations activities. Directs and monitors the effectiveness of People Service programs, processes, and efficiencies, with a focus on continuous improvement and enhancing the customer experience.

## Position Progression

Title	Pay Grade	FLSA
Director, People Services	6	Exempt

## Principal Duties and Responsibilities

These duties and responsibilities are judged to be "essential functions" in terms of the Americans with Disabilities Act or ADA. The below statements are intended to describe the general nature and level of work being performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed by such a person.

Title	Principal Duties and Responsibilities
Director, People Services	<ul style="list-style-type: none"><li>• Directs, manages, and evaluates the work of the People Services staff.</li><li>• Strategically aligns unit objectives to ensure both MEDC Operations &amp; Performance goals and the overall MEDC visions/objectives are met.</li><li>• In coordination with VP, People Services, develops, implements, and directs all corporate compensation programs; Develops and manages annual salary review process and corporate pay adjustments.</li><li>• Develops, recommends, communicates, and interprets MEDC Corporate, Civil Service, Human Resource policy and procedures.</li><li>• Directs all payroll processing and audit processes to ensure accurate and compliant payroll administration; oversees internal control audit processes and required compliance and oversees year-end processes and compliance activities.</li><li>• Oversees benefit and retirement plan administration, ensuring compliance to state and federal laws; coordinates with benefit specialist and VP to recommend strategic changes to benefit plans, including evaluating benefit costs and implementing cost savings measures, as</li></ul>



Title	Principal Duties and Responsibilities
	<p>needed.</p> <ul style="list-style-type: none"><li>• Oversees the recruitment and selection of qualified job applicants for all MEDC positions.</li><li>• Provides direction and oversight to team members serving as MEDC's, statewide contact/coordinator for Drug and Alcohol-related services, HRMN Security, Business Objects/data reporting and ADA-related activities.</li><li>• Directs and oversees Leave of Absence, FMLA, Disability, Workers' Compensation, and Paid Time Off programs to ensure compliance with policies and regulations while supporting employee needs.</li><li>• Responsible for the interpretation, application, and administration of collective bargaining agreements; serves as lead negotiator for MEDC secondary bargaining agreements.</li><li>• Conducts internal investigations, hearings and/or interviews, as needed; ensures recommended actions are focused on organizational defensibility.</li><li>• Reviews employee performance, attendance and/or conduct to direct corrective, disciplinary or termination action.</li><li>• Directs and/or executes employee discipline and discharge activities; collaborates with internal and external counsel to ensure compliance with legal, policy, and regulatory requirements.</li><li>• Navigates and builds relationships with State of Michigan Human Resources officials and is knowledgeable of the state's Human Resource system and processes to integrate MEDC effectively with the state.</li><li>• Serves as an expert in and keeps abreast of a wide variety of complex Human Resource laws, Civil Service Rules/Regulations, policies and procedures, and best practices with regard to organizational policy administration.</li></ul>

## **Supervisory Responsibilities:**

This position has supervisory responsibilities.

## **Physical Demands:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee regularly sits, uses their hands, talks, and listens. Occasionally, they stand, walk, reach, and bend. They may need to lift or move up to 10 pounds. Specific vision abilities required include close vision and the ability to adjust focus, especially when working on a computer screen and with small numbers. Travel may be required with occasional overnight stays.



### **Work Environment:**

This job operates in a professional office environment with moderate noise and activity. Position requires some travel and possible extended hours past normal 8:00 a.m. - 5:00 p.m.

## **Employment Qualifications**

*The qualifications listed below are guidelines for selection purposes; alternative qualifications may be substituted if sufficient to perform the duties of the job.*

### **Education:**

This position requires a bachelor's degree (B.A.) from a four-year college or university in Human Resources, Business, or related field.

### **Experience:**

<b>Title</b>	<b>Experience</b>
Director, People Services	<p>Minimum of 8 years of progressively responsible human resources experience, with at least 2 years in a role responsible for coordinating or directing multi-functional focus areas such as benefits administration, compensation, recruiting, HRIS/payroll, compliance, and employee transactions.</p> <p>Preferred experience includes:</p> <ul style="list-style-type: none"><li>• Proven experience in developing and implementing HR policies, procedures, and systems that enhance operational consistency, compliance, and employee experience.</li><li>• Experience in both private and public sector human resources.</li></ul>

### **Certificates, Licenses, or Registrations:**

Professional Human Resources certification (SHRM-CP, SHRM-SCP, PHR, SPHR) is preferred.



### **Other Knowledge, Skills, and Abilities:**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. Significant knowledge of all functional areas of Human Resources
2. Demonstrated ability to interpret and apply state and federal employment laws and regulations, including FLSA, FMLA, ADA, EEO, and related compliance standards.
3. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and government regulations.
4. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the governmental community.
5. Ability to collaborate with executive leadership, finance, and legal teams to align HR operations with organizational priorities and fiscal accountability.
6. Comprehensive knowledge of compensation administration principles, including job evaluation, market benchmarking, pay structure design, and pay equity analysis.
7. Knowledge of benefits and payroll administration practices, including compliance with IRS, DOL, and ACA requirements; coordination of open enrollment; and management of payroll processing cycles and vendor integrations
8. Strong understanding of HRIS systems and data governance, including workflow design, reporting, and process optimization.
9. Exceptional attention to detail and organizational skills to ensure compliance, accuracy, and consistency in HR operations and reporting.
10. Ability to function with strong written and verbal communication skills.
11. Ability to write reports, business correspondence and procedure manuals.
12. Ability to effectively present information and respond to questions from groups of managers, employees, and the public.
13. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
14. Ability to work with all levels of the organization to communicate and execute policy and/or directed decisions.
15. Commitment to ethical standards, confidentiality, and public accountability, demonstrating sound judgment in decision-making and policy interpretation.
16. Ability to effectively use relevant computer software such WORD, EXCEL, PowerPoint and HRIS systems (e.g., HRMN, SIGMA, etc.).
17. Ability to effectively function in and understand the differences between the public and private sector with regard to Human Resource management.