

EXEMPT: Yes
DIVISION: G & A
LOCATION: Main Office and other company facilities as necessary
REPORTS TO: Chief Executive Officer

DEPARTMENT: Human Resources

PREPARED BY: Human Resources
APPROVED BY: Chief Executive Officer

DATE: May 2026
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SUMMARY: Responsible for developing and executing human resource strategy in support of York Water's overall business plan and strategic direction, specifically in the areas of recruitment and selection, onboarding, policy development and administration, succession planning, employee benefits, workforce development, change management, performance management, compensation, and employee relations to assure the highest quality of human resources for the organization in compliance with local, state, and federal law. Provides strategic leadership by articulating HR needs and plans to the executive management team and the Board of Directors.

Serves as Corporate Secretary for a publicly traded company and is responsible for ensuring legal, statutory, and regulatory compliance while maintaining high standards of corporate governance.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

HUMAN RESOURCES:

1. Establishes and implements the company's human resource strategy that supports the company's mission and strategic vision in all areas of employee experience, including recruitment, onboarding, training, retention, performance management, and employee engagement.
2. Develops, revises, interprets, and administers human resources plans, policies, and procedures, to include workforce development plans and personnel policies/employee handbooks, to support the achievement of the overall business operations objectives.
3. Functions as a strategic business advisor on key organizational and management issues.
4. Maintains compliance with federal, state, and local caselaw regarding employment regulations and practices, consults with legal counsel as appropriate, and recommends appropriate changes to ensure the Company is in compliance with all applicable laws and regulations.
5. Develops comprehensive strategic recruitment and retention plans to meet

the human capital needs and strategic goals of the company.

6. Works collaboratively in the creation and implementation of a successful and sustainable onboarding program.
7. Collaborates with management and employees across the organization for improved company culture and employee engagement.
8. Oversees the analysis, maintenance, and communication of records required by law or local governing bodies, or other departments of the organization.
9. Develops and implements comprehensive compensation and benefits plans that are competitive and cost-effective.
10. Engages with consultants to conduct total compensation and benefits surveys within defined labor market and peer groups to determine competitive wage rates and benefits in alignment with the company's compensation philosophy.
11. Administers employee Family and Medical Leave requests, Unemployment, and Workers' Compensation, and completes OSHA reporting.
12. Maintains an open-door policy for consulting and advising employees as needed.
13. Practices and follows all HIPPA guidelines and serves as the company's HIPPA Officer.
14. Investigates and manages the company's liability claims process in partnership with insurance carriers, including workers' compensation, vehicle claims, and property claims.
15. Serves as the company's Diversity Officer.
16. Serves as the company's Compliance Officer.
17. Serves as a pipeline for employees' ideas, comments, and/or concerns to management.
18. Assists and supports the labor management program, collective bargaining process, and all other personnel concerns alongside department leads.
19. Remains current and well informed of current legislation, arbitration

decisions, collective bargaining contracts and other employee relations matters to assess industry trends and recommends improved companywide initiatives and programs.

20. Assists with the administration of the employee review process for non-union employees.
21. Ensures compliance for terminations, disciplinary actions, and personnel counseling.
22. Prepares separation notices for employees terminating with cause and conducts exit interviews to determine reasons behind voluntary separations.
23. Reviews employee behavioral trends to determine companywide needs for training, development, and employee engagement.
24. Manages all aspects of the Employee Engagement Programs such as the Service Awards Dinner, Employee Picnic, etc.
25. Develops and maintains a human resources information system that meets employee information needs.
26. Plans, coordinates, and directs in-house training and staff development programs.
27. Serves as the Plan Administrator for the company's G&A pension, union pension, and 401(k) plans.
28. Participates in community and/or water industry organizations in order to promote the company's image and continue self-development.
29. Responsible for the centralized management of the company's Safety Program and ensuring appropriate structure for training and continuous learning.

CORPORATE SECRETARY:

30. Organizes, attends, and records minutes for board meetings and the Compensation and Human Capital Committee meetings.
31. Ensures Board members have necessary resources to fulfill fiduciary duties.
32. Ensures compliance with state corporate laws, regulatory requirements, and stock exchange listing standards (NASDAQ).

33. Oversees stock issuance under York Water's Direct Purchase Program and Employee Stock Purchase Program (ESPP).

34. Maintains statutory registers, corporate records, and minute books.

SUPERVISORY RESPONSIBILITIES:

- Directly manages and supervises 1-3 employees within the HR department.
- Directly manages and supervises the Assistant Secretary of the Corporation.
- Responsible for the overall planning, direction, coordination, and evaluation of the Human Resources department/function.
- Responsible for Human Resources department compliance with the organization's policies and all applicable laws and regulations related to the provision of human resources.
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; mentoring, appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATION REQUIREMENTS:

EDUCATION and/or EXPERIENCE:

- Bachelor's degree (B. A.) from four-year college or university in human resources, business administration, or a related field.
- A minimum of ten years of diverse Human Resources experience and three to five years of supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid PA driver's license
- SHRM-CP OR SHRM-SCP preferred

OTHER SKILLS AND ABILITIES:

- Knowledge of principles and practices of personnel policies and procedures.
- Knowledge of federal, state, and local employment laws and other government compliance regulations.
- Excellent interpersonal skills, including confidentiality. Exhibits a professional manner in dealing with others and demonstrates the ability to maintain constructive relationships.
- Strong organizational skills and the ability to work in an organized and efficient manner, prioritizing tasks and responsibilities.
- Strong leadership, team-building, and management skills.
- Proven track record of meeting or exceeding goals.
- Excellent communication and presentation skills, both verbal and written.
- Excellent problem-solving, process analysis, and critical-thinking skills.
- Ability to read, analyze, and interpret general business periodicals, professional journals, and governmental statutes and regulations.

- Proficient use of standard office equipment.
- Proficient in Microsoft Office Suite products.

PHYSICAL DEMANDS:

- The employee must regularly be able to work under stress and work additional hours to meet reporting deadlines.
- Required to sit and concentrate for extended periods of time.
- Required to sit, stand, and walk; occasionally required to stoop, kneel, crouch, and ascend and descend stairs.
- Regularly lift/move up to 25 lbs.
- Ability to travel to and from other company facilities.

WORK ENVIRONMENT:

- The position primarily works in an office environment, seated at a desk for extended periods of time.
- Frequent and ongoing interaction with employees and executive team across the company.
- The noise level in the work environment is usually low to moderate.
- Noise level may vary dependent on work site.