

The
**Enrollment
Management**
Association



Yield Your Best

**Human Resources/Organizational Development
(HR/OD) Manager**
Reports to: Chief Operating Officer

Summary:

The **HR/OD Manager (HRODM)** will assist the COO in the day-to-day activities of the Human Resources Department to promote corporate values, shape a positive culture, ensure diversity, and provide a positive and productive work environment.

Additionally, this position will entail assessing training needs, monitoring training programs, recruiting, hiring, conducting onboard trainings, overseeing performance management, benefits, grievances, and compliance matters.

Human Resources Responsibilities

General

- Establish, maintain, and update human resources policies, processes, procedures, and recruitment processes.
- Maintain and update employee handbook (issuing annually on Jan 1) and develop HR policy manual.

Recruiting

- Lead an organization-wide strategy for recruiting and onboarding a high-quality and diverse workforce leveraging networking, staff referrals, online sourcing, talent pipeline organizations, and recruiting technologies.
- Manage all stages of the candidate hiring process, including candidate screening and selection.
- Ensure the hiring manager and interview team are prepared for the interview process and that interviews are conducted in an efficient, consistent, and professional manner
- Work closely with the hiring manager on job position statements, salary offers, and eventual hiring/onboarding plan for new employees.
- Manage the distribution and completion of all paperwork for new hires; review employee benefits with new hires.
- Develop an internship program to assist EMA in managing organizational needs.

Training/Culture

- Oversee the design and delivery of trainings, processes, and tools that achieve effective leadership development, succession planning/planned job movement, retention, and change management to strengthen staff satisfaction, recognition, engagement, and open and effective communication across the organization.
- Manage ongoing assessments of the workplace to determine employee engagement and satisfaction

Performance Management

- Create and manage a structure to ensure that all staff members are evaluated annually and that EMA is in compliance with performance management.
- Oversee continuous improvement of an effective performance review system linking individual performance to EMA's strategic plan, organizational outcomes, values, and core competencies.
- Ensure that EMA's performance review process effectively encourages collaboration, openness, career tracking, and goal setting.

Grievances

- Appropriately investigate and resolve grievances and complaints; develop and assist in implementing performance improvement plans; coordinate termination proceedings involving exit interviews, separation documents, etc.
- Together with management, provide employee relations and counseling support to all staff members as necessary.

Benefits

- Lead EMA's various benefit plan designs ensuring they are attractive, competitive, and affordable.
- Provide senior management with up-to-date information for effective benefits administration and staffing decisions.
- Manage the open enrollment process, the benefits, and the FSA and HRA programs; work with external benefits consultants to review all options and present recommendations to Leadership Team.

Compensation

- Build EMA's compensation philosophy and structure; continually monitor compensation for management and field positions to ensure EMA remains competitive in the market.

Qualifications & Required Skills/Abilities:

- Bachelor's Degree in Human Resources, Organizational Development or other related fields
- Human Resource certification is preferred but not required
- Excellent leadership and organizational abilities
- Excellent written and oral communication skills
- Knowledge of HR systems and databases
- Demonstrable experience with HR metrics
- People oriented and results driven
- Exemplary ability to manage multiple tasks using independent judgment and discretion
- Proven working experience as an HR Generalist or HR Manager

TO APPLY: Candidates who share our passion for excellence are encouraged to send their resume and a cover letter (including salary requirements) to careers@enrollment.org. Please reference HRODM2021 in the subject line. No phone calls, please.