



HR Operations Manager

Job Scope

As the HR Operations Manager, you will be responsible for effectively influencing, leading, and executing the HR operational agenda across the employment lifecycle. Reporting to the Chief People Officer, this position will have direct reports and will work closely with the HR corporate functions (Recruiting, Generalists, Compensation, Benefits, Safety, Training & Development) to lead and support our centralized HRIS infrastructure, data accuracy, process implementation, policies, and procedures, while fostering an environment consistent with our culture, mission, and values.

Responsibilities

- HR Operations Management:

Oversee day-to-day HR lifecycle operations ensuring efficiency and compliance.
Work with the HR team to develop, implement, and maintain HR policies and procedures. Key focus on pre-onboarding, orientation, exits, reporting, and documentation management.
Ensure HR activities comply with relevant legal regulations and organizational policies.

HRIS Management:

Manage and optimize our HR Information Systems (HRIS) for efficiency and accuracy.
Ensure data integrity, troubleshoot system issues, and implement upgrades.
Train staff on HRIS functionalities and new updates.

Team Leadership:

Supervise and provide guidance to a team of two to three HR Coordinators.
Foster a collaborative, value-creation, and supportive team environment.
Conduct performance evaluations and provide professional development opportunities.

Collaboration and Coordination:

Work closely with HR corporate functions and HR generalists to align HR initiatives with organizational goals.
Partner with different departments to address HR processes and information-related needs and challenges.
Serve as a liaison between HR and other departments to ensure cohesive policy implementation.

As an EEO/Affirmative Action Employer all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status.



Process Improvement:

Identify and implement process improvements to enhance HR service delivery.
Develop and monitor HR metrics to measure effectiveness and drive improvements.
Lead projects aimed at streamlining HR processes and improving employee experience.

Culture and Values Promotion:

Champion the organization's culture, mission, and values in all HR initiatives.
Develop programs and initiatives that promote a positive workplace environment.
Support diversity, equity, and inclusion efforts within the organization.

Requirements

- Experience – Minimum of five years of highly successful experience in HR Operational roles.
Computer Skills – Experience with computerized administrative systems, including Microsoft. Skilled in the use of Excel. Proficient with the use of data to direct self and others.
Communication & Analytical Skills – Ability to read, analyze, and interpret accreditation criteria, state agency regulations, academic journals, business reports, and legal documents.
High attention to detail and timelines.
Able to work effectively with employees, peers, and region leaders as well as corporate HR support functions, and the local operations team in a productive collaborative environment coupled with the ability to be decisive is needed.
Experience managing ADA, employment analytics, and reporting.