Position Description

Title: Human Resources Manager

Reports to: Sequoia COO

FLSA Status: Exempt, Full Time

Supervisory Responsibility: Sequoia Program Management staff and HR contractor

POSITION SUMMARY:

The Human Resources (HR) Manager is a critical part of our leadership and is responsible for the assessment of organizational needs as it pertains to organizational behavior and workforce management. The role requires independent leadership and highly collaborative work with all levels of the organization to design and implement HR policies, processes, and programs that facilitate achievement through resource and capacity planning, talent acquisition and retention, employee learning, development, and performance, and needs assessment and change management.

This position requires knowledge and skills in organizational behavior and employee wellness, human resources management, work management and process acumen, reporting and analysis, and communication and leadership. The position also requires technical skills including but not limited to work management solutions, talent management systems, and customer relations management (CRM) systems.

Additionally, this position provides programmatic and operational support for various Sequoia programs and acts in a highly consultative manner for the staff leads, external contractors, volunteers, and SMEs involved in the program activities to build operational plans, workflow and process improvements, and ensure efforts remain on track.
ESSENTIAL FUNCTIONS:

Organizational Behavior and Employee Development:

- Lead and deliver the assessment of organizational and employee needs in consultation with the COO.
- Leverage data to design and implement HR policies, processes, programs, and trainings that support effective employee engagement, development, and performance.
- Maintain knowledge of trends and best practices in employee wellness and organizational behavior and culture.
- Collect employee feedback in varied and creative ways (e.g., Employee Focus Group) and analyze data to identify gaps, needs, and risks and opportunity areas to cultivate positive organizational culture and behaviors.
- Oversee an annual performance assessment and management program that goes beyond evaluations and into competency building and career progression.
- Oversee and deliver learning and development opportunities for individual employees and teams to build/enhance competencies that will fill skills gaps for Sequoia, advance employees’ career development, and cultivate core team values.
- Oversee professional development, training, and certification activities for all staff; develop policy and budget for professional development benefit.
- Maintain knowledge of best practices in change management and support team members’ adaptation to new programs, resources, structures as the organization experiences growth.
- Contribute to a culture of transparency and trust by appropriately sharing and clarifying information to guide solutions and actions across functions.

Talent Acquisition and Management:

- Manage various talent initiatives including, but not limited to, competency modeling, talent acquisition, and career development.
- Collaborate with senior leadership to identify the organization's goals and strategy related to staffing, recruiting, and retention on an annual and as needed basis.
- Oversee and facilitate the talent acquisition process, including recruitment, interviewing, and hiring of qualified job applicants; develop and execute best practices for hiring and talent management.
- Lead, in consultation with the COO, the development and maintenance of an organizational competency model to align skills and competencies required for new positions and promotion through career pathways.
- Lead the development and maintenance of career paths for job families based upon organizational competency model, ensuring employees are aware of growth opportunities and potential career trajectory within the company.
- Oversee development of or updates to position descriptions; ensure position descriptions are maintained and updated on an annual basis.
• Lead the development and facilitation of a new employee onboarding and transition process; train managers to implement with all new hires.
• Collaborate with supervisors to address employee performance issues per company policy.
• Manage HR contractor including benchmarking, compliance, and benefits.
• Maintain knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management, and employment law; apply this knowledge to collaborate with leadership on changes in HR policy, practice, and resources.

Program Management
• Oversee the operational management and program support of various programs and services; manage team workflows and resources/tools, partner with project leads to develop and monitor project plans and execute operational planning; prepare status updates on project plans, milestones and metrics to track progress and effectiveness of all programs.
• Oversee direction, training, mentoring, and management of program management staff.

KNOWLEDGE, SKILLS, AND ABILITIES:
• Demonstrated and current knowledge of HR policy and best practices, employment laws, and trends.
• Knowledgeable in organizational behavior, culture, and employee wellbeing best practices.
• Ability to and experience with collaborating, negotiating, and mediating with all levels of the organization.
• Strong ability to communicate (both written and oral) to all levels of the organization.
• Strong problem solving and critical thinking skills with ability to identify and develop plans to meet deliverables, mitigate issues from escalating, and to identify creative solutions.
• Demonstrated ability to design and implement various assessments and feedback tools, analyze findings, and synthesize into actionable plans to address gaps and opportunities.
• Demonstrated ability to design and implement effective training and development programs.

EDUCATION, TRAINING, AND EXPERIENCE
• Bachelor’s degree in Human Resources, Business, Psychology, or related field required; Master’s degree preferred.
• At least five years of experience in human resources, organizational development/behavior, or career management field.
• Human Resources related certification highly preferred, e.g., SHRM, HRCI.
• Proficiency in MS 365 suite specifically including Outlook, Word, Excel, PowerPoint, Teams, SharePoint
• Experience with work management platforms such as MS Planner and Project
• Experience with Salesforce or other CRM systems
• Experience with talent management systems

PHYSICAL AND MENTAL REQUIREMENTS:
• Ability to work on a computer for extended periods of time
• Ability to stand or sit for extended periods of time
• Extended working hours and limited overnight travel (4 trips annually) may be necessary
- Occasional lifting of 15 to 20 lbs.