



Position Title: People Operations Manager

Department: Administration

Position Type: Full-Time, 12 months

Work Schedule: Monday to Friday, 9 AM to 5 PM plus some evenings and weekends.

Reports To: Chief People Officer

Salary: \$53,289 + Benefits and 401(K) Match

Exemption Status: Exempt

Position Summary

Urban Promise is seeking an experienced and exceptional People Operations Manager with outstanding people, problem solving and administrative skills to support the Chief People Officer ensuring that human resources programs and initiatives are effective, efficient, and aligned to overall organizational objectives. This position will lead the day-to-day administrative operations of human resources. Overall, the role of people operations is to empower employees and facilitate the day-to-day work life.

People Operations Manager will join an innovative service-oriented people team to help build an engaging, effective, and inclusive culture. If you are passionate about problem solving and building a world class experience for employees, then this is the role for you. This position will report to our Chief People Officer and will be critical for helping our company grow seamlessly and with a values-driven focus on People experience.

As the People Operations Manager, you will have the opportunity to help grow and scale the People team; you will have a significant impact on the business. You will have direct access to colleagues at all levels of the organization, and you will embrace the opportunity to add value in this role that offers significant breadth and opportunity for development as the company grows its long-term sustainability strategy.

The People Operations Manager contributes to the mission of UrbanPromise by effectively managing the full scope of activities associated with the full applicant and employee life cycle, including Recruitment, Learning and Development, Employee Relations, Worker's Compensation, and Performance Management. This position drives high quality service through effective programs, policies, processes, and consultation. The People Operations Manager, People Operations plays a vital role in supporting an equitable and inclusive organizational culture and fostering a positive employee experience.

Essential Job Functions

- Support the Chief People Officer with administrative tasks as needed including but not limited to employee and communicable disease handbook administration, grant and board reporting, Covid-19 management, HR executive reporting, workers compensation, benefits renewal, audit bi-monthly personnel records and administrative support with ACA compliance and reporting.
- In partnership with Chief People Officer support initiatives to promote and implement ideas that will enhance our company culture and experience while driving forward our diversity, equity, and inclusion initiatives.
- In partnership with HR team foster effective UPM employee annual performance appraisal cycle and throughout organization. Co- manage with Chief People Officer, HR Business Partner, a caseload of managers to support the performance appraisal process and deadlines.
- Act as the first point of contact for the People Operation Management Team.
- Manage the administrative duties of the UPM talent/performance management processes, Dashboard, and the learning management system the Bridge upkeep temporarily to include the cataloging of training developments by department.
- Support employees on a day-to-day basis and answer questions about benefits.

- Keep track of and analyze HR metrics (EX: turnover rates and cost to hire) etc.
- Onboard new employees and ensure they have access to necessary resources and technology. This includes participating formally in training new employees with the Chief People Officer and management in new employee events.
- Improve and expand our new hire onboarding, offboarding, and employee recognition programs to align with our mission and values with Chief People Officer.
- Take full ownership of the day-to-day HR functions which includes but is not limited to recruitment, benefits administration, HRIS management, personnel files, I-9 documentation, background check processing, worker's compensation claims, unemployment claims, employment verifications, and other core HR administration items.
- Work closely with the Chief People Officer to ensure that People strategies are implemented effectively, and that standards of feedback, transparency, accountability, and care are upheld throughout the organization.
- Build recruitment strategy capability to proactively source and build diverse candidate pools that will fulfill growing organizational needs and values.
- Understand and analyze HR data and establish regular reporting to determine relevant trends, respond to Chief People Officer and leadership data requests, and improve decision-making.
- Be committed to working with Chief People Officer and UPM leadership team to develop and promote a culture of diversity, equity, and inclusion in providing services to UPM employees, volunteers, donors, children, youth, and their families. Must be able to communicate and work effectively with a diverse group.
- Coordinate and support company-wide communications and information sharing, both via email, phone, Goggle docs and through in-person and virtual meetings for the People Management team as needed and requested by Chief People Officer.
- Respond to all employment-related inquiries from applicants, employees, and supervisors, referring complex and/or sensitive matters to the appropriate staff.
- Maintain compliance with federal, state, and local employment laws and regulations. Which includes recommended best practices for review of employment policies, and practices to help Chief People Officer lead the company with compliance.
- Maintain knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management, and employment law.
- Build trust across the company through service excellence.
- Create payroll change reports bi-weekly to support the accounting team for payroll processing, this includes monthly auditing of benefits bills to make sure payroll deductions are correct.
- Manage and keep the HRIS systems up to date – Employee Navigator staff intranet portal, PrimePoint HRIS, and Bridge Learning management system.
- Employee will comply with all employee and communicable disease handbook policies.
- Employee will maintain confidentiality of employees and employees related matters in the office of human resource management.
- Work closely with Chief People Officer and People Management team to develop a process for obtaining feedback about service delivery, establishing metrics, and analyzing result to identify opportunities for improvement. This includes supporting the Chief People Officer to administer annual employee perception surveys and 360 assessments.
- Performs other duties as assigned.

Position Requirements:

- 3+ years of progressive experience in HR or People roles, with experience in building and optimizing processes, systems, and structures—ideally within a non-profit environment
- Experience building a team and leadership experience a plus

- Thorough understanding of HR policies and procedures
- Great customer service experience with mission centered approach
- Proficiency with or the ability to quickly learn the organization's HRIS (Employee Navigator, Employee Experience, PrimePoint ACA, and talent management systems (Bridge). Experience implementing new systems is preferred.
- Three years or more of administrative experience, ideally in a non-profit or business environment.
- Excellent people skills and attention to detail.
- Demonstrated abilities and knowledge in HRIS database software, email systems, Microsoft Outlook Goggle, and Microsoft office/ Google software
- Excellent communication, organizational, written, and interpersonal skills with a friendly and professional demeanor.
- Empathy and an approachable demeanor, attentiveness, and honesty.
- Ability to maintain a high level of discretion and confidentiality
- Demonstrated ability to manage multiple projects or programs - work prioritization, planning, and coordination across teams.

Education:

- Bachelor's degree in Human Resources, Business Administration, or related field required.
- Preferred Master's degree in a relevant field.

Preferred Skills:

- Perseverance in tackling tough decisions with creativity and reasonable risk-taking.
- Ability to lead and thrive in a dynamic, demanding environment of ambiguity, change and challenge.
- Strong facilitation, negotiation, and conflict-resolution skills.
- Experience working in a nonprofit environment is desired.
- Strong knowledge of and ability to apply federal, state, and local employment laws and regulations.

Physical Requirements: Be able to lift 1lbs-10lbs.

****Equal Opportunity Statement**

UrbanPromise values diversity, inclusion, and equity as matters of fairness and effectiveness. We are committed to hiring and retaining a staff that reflects the diversity of the communities we serve, fostering an inclusive working environment where staff of all backgrounds feel welcomed and engaged in the UrbanPromise mission and to promote racial and social equity in our work.

UrbanPromise is an Equal Opportunity Employer. All applicants who believe they meet the stated qualifications are encouraged to apply. Applications should be submitted to UrbanPromise Ministries, Chief People Officer at pfoxx@urbanpromiseusa.org