

## **ROLE DESCRIPTION**

With an approachable personality and comprehensive HR knowledge, the HRBP will be a key strategic partner with company leaders and provide amazing HR support to the team in all areas of Human Resources.

## **RESPONSIBILITIES**

- Teams up with leaders and partners with the Recruiting team and assists with recruiting from top to bottom to ensure a fantastic candidate experience. Partners with hiring managers to deeply understand the position, company culture, and what is important to them and communicate with leaders and provide regular updates to their open positions. Trains leaders with behavioral interviewing strategies.
- Teams up with peers – teamwork is key in this role. Must be willing to work any job fair, any type of position, and help the team where needed. Your involvement could be anything from screening, interviewing, reference checks, scheduling drug screens and functional job testing to helping facilitate the internal transfer process.
- Welcomes new employees to the team. Leads new hire orientations to ensure new employees are familiar and excited with company policies, processes, benefits, and culture. Accurate and timely processing of all new hire paperwork is key. Ensure onboarding materials are always up-to-date and welcoming.
- Provides amazing and timely support and coaching to leaders and employees, which will include some late nights and weekends since this is a 24/7 facility. Provide assistance and expertise with all workplace issues ranging from simple requests such as “I lost my ID badge” to complex issues such as workplace harassment. Expertly partners with leaders and acts as a resource to help look into issues, such as employee complaints and conflicts; provides guidance and coaching with a servant heart to employees and leaders; provides accurate and timely documentation of issues and assists with employee disciplinary actions; follows up in a timely fashion and closes the loop on issues and complaints, which is critical to continue to make this company a great place to work.
- Strong focus on retaining talent. Checks in with employees when they leave the company to find out about their experience and what improvements can be made. Chats with current employees to find out what they love about their job

and what can be done better. Look at turnover; puts together and reports on metrics to address turnover, morale, performance management, etc. and works with leaders on improving the employee experience and employee engagement.

- Creates, designs, delivers, and tracks employee and leadership training (i.e. lead training, leadership and employment law training) focusing on the right content, at the right time, and in the right way.
- This company likes to have fun at work! Play a key role in “making it a great place to work” by creating and executing fun events such as ice cream days, walk at workdays, and off-site events such as Easter Egg hunts, Christmas party and summer picnic. Jump in and help with other events such as wellness screenings, charity drives etc. to ensure success.
- Employee safety is a top priority, and the HRBP will play an active role in safety programs. Partners with workers’ compensation provider with emphasis on creating a safety first workplace. Administers the site’s workers compensation, including handling details of highly confidential nature such as employee injury reports and other special reports. Constant communication with employees out of work, with strong focus on returning them to work. Works with leaders on coordinating restricted work duty for employees.
- The HRBP will also be involved with other important areas such as helping employees with FMLA and disability claims and ensuring the company is tracking and reporting correctly; company charities; responding to unemployment claims; auditing records such as attendance; collaborating with leaders and writing and updating job descriptions and fair performance reviews; and even filing paperwork.
- Looking for transactional optimization opportunities and collaborating with the HR team to streamline, implement and align processes; create consistency between locations.

### **QUALIFICATIONS**

- Bachelor's degree and a minimum of three years related experience and/or training or equivalent combination.
- SPR or SPHR certification is strongly preferred.
- Intermediate to advanced skill level in Microsoft Outlook, Word, Excel, and PowerPoint.
- Language skills: ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from employees and the general public. Oral and written bi-lingual skills in Spanish are strongly preferred.
- Comprehensive knowledge of various HR laws and regulations.
- Demonstrated knowledge of employment law, company policies and procedures. Willingness to get up in front of a group and train the team.
- Immense curiosity to ask questions to fully understand issues as they come up; curiosity to understand the business; and curiosity to grow skill set.
- Flexibility with a smile to "roll up your sleeves" to help anywhere needed and to change direction at the drop of the hat. Flexibility to work extended hours, including early hours, late hours, off shifts and weekends. HR visibility to support our 24/7 team is key.
- Strong critical thinking skills are a must to be equipped to handle challenges, avoid misinformation, and engage in meaningful, constructive conversations. Identify issues, understand why the problem exists and how it can be solved, research the issue, navigate uncertainty, develop solutions, analyze which solutions worked or did not work, and identify ways to improve the solution. Ability to identify multiple decisions and implement the best solution.
- Reacts quickly and appropriately to opportunities and makes sound decisions and recommendations on sensitive, confidential issues. Follow-ups on a timely basis.
- Strong interpersonal and collaboration skills are a must. Approachable, empathetic, welcoming and respectful. Builds relationships and effectively connects with individuals from diverse backgrounds.
- Effective time management skills to effectively prioritize and handle multiple tasks and projects in a fast-paced environment with urgency, patience, calmness and flexibility while maintaining a positive attitude.

- Leads by example and consistently diffuses conflict with compassion, and models the company culture, core values and tenets.
- Excellent communication (oral and written) skills and effective listener with a servant-minded approach.
- Strong attention to detail and proofreading skills, and accuracy in work is critical. Strong business writing and documentation skills.
- Demonstrates responsible, ethical and honest conduct. Maintains strict confidentiality of verbal and written information with utmost scrutiny, judgement, and care.

### **BENEFITS**

Medical, dental and vision; Health Care Flexible Spending account; long-term and short-term disability; Life Insurance; 401(K) and more.