

## POSITION DESCRIPTION

### People Operations and Experience Manager

Reports To: Vice President of Human Resources      Position Status: Exempt

Supervises: HR Generalist, Benefits Administrator,  
People Analytics Coordinator, Learning and Development Specialist

Effective Date: 7.1.2024

### **GENERAL SUMMARY**

The People Operations and Experience Manager is a hands-on operational leader who will manage the day-to-day delivery of HR services to Northwest Kidney Centers and its employees. This position supervises and leads a team of HR staff including the Benefits Administrator, People Analytics Coordinator, the Learning and Development Specialist and the HR Generalist. This position is also responsible in coordination with the VP of HR for the development and implementation of all benefit and compensation programs, including NKC's 401k program, assisting in employee relations, training and development, and the management of federal and state reporting requirements. These functions may include responsibility for developing, interpreting, and recommending program goals and objectives, policies and procedures, and courses of action according to established guidelines and sound human resource administrative practices. Position supervises a team of HR staff and manages day-to-day operations of the department. Position is a member of the NKC Leadership Team.

### **DUTIES and RESPONSIBILITIES**

1. Supervises and evaluates assigned HR team members.
2. Maintains, analyzes and evaluates orientation content, staff guides, and other similar documents.
3. Monitors employee experience related to onboarding and ensure smooth hand-offs when transitioning candidate ownership between HR Operations, Talent Acquisition and the HR Business Partner function.
4. Analyzes and makes recommendations on benefit programs for employees.
5. Supervises benefit administration including claim resolution, change reporting, and communicating benefit information to employees.
6. Ensures compliance with benefits related compliance, audits and required filings.
7. Plans and coordinates open enrollment and annual reports for annual health insurance changes and semi-annual 401(k) changes

8. Assists in 401K audit. Ex officio member of NKC Retirement committee.
9. Coordinates and assures completion of all federal and state required reports including 5500, ERISA, SPDs, and required communications with employees regarding COBRA, HIPPA, FMLA, Medicare, and ERISA.
10. Assists in handling employee relations through counseling, outsourcing, investigations, and referral programs.
11. Assists in developing, coordinating, and providing continuing management education.
12. Provides guidance and counsel to executives, managers, and employees on various human resources issues including handling work-related conflicts through advice and recommendation.
13. Assists in development and implementation of personnel policies and procedures and related documents as necessary.
14. Coordinates the development and maintenance of the performance appraisal forms for clinical and non-clinical staff.
15. Participates in developing department goals and objectives in conjunction with the Human Resources Department, administers various human resource plans and procedures for all company personnel.
16. Performs other duties and responsibilities as may be required.

### **PLANNING**

The position is responsible for planning benefit changes, assisting in administration of employee relations, employee advocacy, and affirmative action programs and supervisory training. Position will assist in the planning and implementation of salary adjustments changes, time & attendance system, and HRIS software issues.

### **SUPERVISION and COORDINATION**

The position supervises a team of HR staff including the People Analytics Coordinator, the Benefits Administrator, the Learning and Development Specialist and the HR Generalist.

### **EXTERNAL CONTACTS**

This position has contact with job applicants; employees; former employees; employers; vendors, human resources related insurance, employment, and government agencies; newspapers and other advertisers, or other organizations. Contacts will also include auditors, legal counsel, and other agencies in order to assure compliance with federal and state laws. The contacts may require reference checks, promotion of employment activities, and assisting in administration of employee programs.

## **DECISIONS**

The position is responsible to the Vice President of Human Resources for decision-making required to perform human resources duties and responsibilities. These decisions are based on established procedures and practices and often require creativity or innovation in their application. Typical decisions include communicating regularly with supervisors on department issues and consulting with brokers, vendors, and legal counsel as appropriate.

## **JOB CONDITIONS and PHYSICAL EFFORT**

Duties and responsibilities are performed in a Human Resource office environment and require physical effort such as involved in standing, sitting, walking; visual acuity is required to read, inspect numbers, and work extensively with computer and computer monitor.

Must be able to communicate effectively in English on the telephone, in writing and in person.

Duties and responsibilities are performed in an office environment.

Physical activities require the ability to stand, walk, stoop, kneel, crouch, reach, lift; fingering, grasping, talking, hearing, and repetitive motions of hands, wrists, and fingers.

The physical requirements include the ability to lift/move objects weighting up to 20 pounds occasionally, and lift/move objects weighing up to 10 pounds frequently.

The position requires visual acuity to read, inspect numbers on computer screens and written materials.

The Human Resources Manager operates the phone, computer, copy machine, fax machine, and other office equipment as required. Must have demonstrated skills in Microsoft Office Products and knowledge of Human Resources/payroll software.

## **CUSTOMER SERVICE STANDARDS**

All staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; Show courtesy; Recognize customers' needs; Respect privacy.
2. **CONCERN:** Listen to customers; Express appreciation; Be non-judgmental; Take responsibility.
3. **CONFIDENCE:** Show a positive attitude; Take personal initiative; Inform; Educate and reassure; Provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; Maintain a professional appearance; Establish teamwork; Show professional competency.

## **EDUCATION and EXPERIENCE**

The Human Resources Manager must have a Bachelors degree and 3-5 years of human resources, preferably in a healthcare setting. 5-7 years of management or supervisory experience required, Experience with management of benefit programs, federal and state reporting requirements, leadership training, and general human resources tasks are important for success in this position. SPHR certification is preferred.

**The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.**

## **REVIEW and APPROVAL**

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VP of People and Culture

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Date