



Head of People & Culture Job Description

The Head of People & Culture is responsible for facilitating and managing the entire Concero employee experience, being a resource for all employees and a confident subject-matter expert in HR operations, internal recruiting, performance management and benefits administration. As a member of Concero's Leadership Team, you will head all Human Resources functions and will focus on maintaining and refining Concero policies, processes, employee-benefit programs, and infrastructure that support our Crew and our inclusive culture. Operating with the highest level of integrity and modeling collaboration and discretion.

Responsibilities and Duties

- Own, maintain and refine processes, policies, communication strategy and documentation to support key human resource processes including employment, recruitment, employee relations, benefits, and training.
- Manage the internal recruiting process including developing job descriptions, ideal candidate profiles, sourcing and candidate outreach through direct calling, email campaigns and social networking sites, coordinating interviews, and extending employment offers.
- Foster and enhance Concero's core values and positive company culture to drive engagement and build morale by leading, planning and executing team events and initiatives across a remote workforce.
- Advise people managers on best practices to promote high performance and confidently manage personnel issues.
- Oversee a comprehensive, structured employee onboarding and HR orientation process to support an effective, positive, and successful onboarding experience for new employees.
- Serve as the primary point of contact for employees on human resources-related matters, including, but not limited to, the administration of HR policies, benefits, payroll, performance management, learning and development, and employee relations.
- Lead performance management initiatives, inclusive of the performance review process, coaching/counseling, and the performance improvement process.
- Design develop and facilitate effective training initiatives, curriculum, content and materials for the organization, and provide customized training solutions to departments as needed.
- Champion development planning processes for the Crew, including professional skills and leadership training.
- Proactively identify process/program improvement opportunities, and implement innovative, scalable solutions.
- Design, implement, administer, and evaluate Concero's benefit programs, including health benefits, retirement benefits, and other related employee benefits and compensation programs that align with the company's strategic plan.
- Manage annual open enrollment process, payroll, and benefits administration by working with brokers and third-party vendors; evaluate new vendors and partners as necessary.
- Evaluate and report on the effectiveness and employee satisfaction of employee benefit programs and make recommendations to ensure benefit offerings remain competitive and support the organization's business objectives.
- Drive the employee feedback cycle by building a culture that promotes and values open communication and honest feedback.
- Responsible for ensuring employee handbook is up to date to maintain compliance with company policies and legal standards related to labor laws.
- Manage the offboarding process to effectively transition former employees.
- Support current and future business needs by assisting with additional projects and duties as assigned.

Qualifications:

- Bachelor's degree in Human Resources or Business-related field; or equivalent combination of education and experience.
- Minimum 5-7 years of work experience as a Human Resources Manager role, preferably in the consulting or technology industry (including work in one or more of the following areas of recruitment, benefits, and/or employee relations).
- SHRM – Certified Professional (SHRM-CP) or Professional in Human Resources (PHR) certification is a plus, but not required.
- Strong project and time management skills with an ability to plan, establish priorities and organize varied and complex tasks to achieve deadlines.
- Bachelor's degree in Human Resources or Business-related field; or equivalent combination of education and experience.
- High level of integrity and good judgement.
- Excellent oral and written communication skills with an ability to communicate complex information related to employment law and/or HR policies required.
- Detail-oriented and proven ability to create simple, sustainable and organized processes and to make updates and changes to procedures and documentation as needed.
- Self-directed requiring minimal oversight and highly motivated with a strong sense of urgency and outstanding follow through.
- Possesses a growth and continuous improvement mindset and has experience overcoming challenges to drive results.
- Must be flexible, embrace change and be comfortable working in a fast-paced, highly energized and quickly growing organization.
- Ability to work under pressure and gracefully handle competing priorities simultaneously.
- Works well in a highly collaborative environment and is open to give and receive feedback

About this Role:

- This position is an exempt full-time role eligible for benefits.
- Amazing team and environment.