

Position Summary: The Team Member Experience Manager (HR Business Partner, Manager) is an essential leader who manages various facets in the People and Culture Department, leading and directing routine functions; including but not limited to; retention, engagement, recognition, performance management, employee relations, onboarding, offboarding, organizational design, workforce planning, and compliance. The Team Member Experience Manager will participate in shared leadership and Team Member Experience committee work, utilizing data analytics to support retention and engagement efforts across SCI.

SCI Team Member Expectations: All SCI team members are expected to: Ensure services provided follow the organization's mission statement, core operating values and policies and procedures. follow HIPAA, confidentiality and security procedures and principles; collaborate with peers, leadership, and support areas of the organization; actively participate in and contribute to leadership and other staff meetings and trainings; maintains compliance with federal, state, and local employment laws and regulations; follow self-direction and person-centered planning procedures and philosophy; and to foster a culture that values diversity.

Essential Duties:

People Strategy

- Contribute to the development and implementation of People and Culture's strategies while maintaining alignment to Service Coordination's overall strategic direction
- Work collaboratively with SCI's leadership to create a culture of person centeredness that starts with and extends from the people receiving our services and includes the professional staff providing or otherwise supporting the provision of services

Employee Relations

- Manage and resolve complex employee relations issues
- Conduct effective, thorough, and objective investigations when needed
- Counsel employees and proactively facilitate conflict resolution between employees, escalating issues as appropriate
- Maintain in-depth knowledge of employment law matters related to day-to-day management of employees, reducing legal risks, and ensuring regulatory compliance
- Consult with external employment law attorneys as needed/required
- Provide People and Culture policy guidance and interpretation

Engagement, Development & Retention

- Partner with leaders to improve and execute the organizations' People and Culture strategy particularly as it relates to current and future retention and engagement needs
- Design and manage change management and communications plans
- Collaborate with Talent Development team to identify training needs
- Analyze trends and metrics in partnership with the People and Culture team to develop solutions, programs, and policies
- Facilitate talent reviews and drive Team Member development with leaders
- Provide guidance and input on organizational design, workforce planning, talent management and succession planning
- Leverage metrics and insights to inform recommendations on people practices
- Deliver insights and reports to leadership as needed
- Draft and edit job descriptions, advise on compensation, and collaborate with talent acquisition and hiring managers on interviewing and advising on selection

Coaching & Consulting

- Conduct regular, pro-active meetings with Team Members and leaders to develop, assess, and anticipate People and Culture related needs
- Provide consultative guidance and support to the business on People and Culture practices
- Provide day-to-day performance management guidance to management (e.g., coaching, counseling, career development, performance improvement)
- Help manage the performance management

Project Lead

- Lead and support the alignment of business initiatives with Team Members leadership for key strategic People and Culture projects

HR Expertise

- Establish leadership presence, credibility, and trustworthiness across Service Coordination
- Partner with the People and Culture team to deliver solutions and to coach and mentor Team Member Experience Specialists
- Maintain strict confidentiality and adhere to a high standard of professional conduct
- Keep pulse on HR and industry trends

Supervisory Responsibilities:

- Manages the Team Member Experience Specialist(s)
- Recruits, interviews, and hires Team Member Experience staff
- In addition to process accountability, mentor Team Members to ensure professional development, leadership growth and succession planning
- Provides constructive and timely performance evaluations for Team Member Experience staff

Education Required:

- Bachelor's degree in Human Resources, Psychology, Business Management/Administration, or related field or Associate's Degree with 10+ years of relevant Human Resources experience required. Master's degree preferred
- SHRM or PHR/SPHR certification preferred

Experience Required:

- Minimum 8 years of relevant People and Culture business partnering and Team Member relations experience
- Minimum 3 years of supervisory experience, 5 years preferred
- Hands-on experience and working knowledge across multiple People and Culture disciplines, including compensation practices, organizational design, Team Member relations, diversity, performance management, and federal and state employment laws
- Extensive experience resolving complex Team Member relations issues
- Excellent communication (written and verbal) and interpersonal skills
- Seasoned consulting skills and advanced negotiator with all levels of the organization.
- Strong business acumen and ability to link best practice solutions to positive outcomes
- Change Management and communication expert
- Detailed understanding of organizational design and workforce planning
- Ability to develop thorough talent planning and management solutions
- Advanced understanding of employee engagement and retention strategies
- Collaborative business partner

- Ability to exercise a high degree of professionalism and diplomacy in interactions with all levels of the organization
- Excellent judgment and self-awareness

SCI Value Related Competencies:

- **People Come First** (Customer Focus): Thinks and acts with people we support in mind when making decisions. Dedicated to meeting the expectations and requirements of internal and external shareholders, uses information and feedback to improve services.
- **Building Relationships and Connections:** Interpersonal savvy. Relates to all kinds of people. Builds appropriate rapport, uses diplomacy and tact, diffuses high-tension situations comfortably. Establishes and maintains meaningful connections within the community and the organization (internal and external stakeholders)
- **Education** (Informing Others): Quickly finds common ground to solve problems. Is seen as a cooperative team player. Provides coaching and mentoring to team members. Consistent communicator, provides team members with the tools they need to perform their jobs in a timely manner. Explores all available options to make the best decision for internal and external holders
- **Diversity:** Values, appreciates and honors the ways in which cultural differences can create value in organizations. Is service oriented: Demonstrates a commitment to the philosophies for services and the goal of independence for the people we serve. Raises awareness in communities to appreciate the similarities and unique gifts of each person. Interacts with all kinds of team members equitably, deals effectively with all races, nationalities, cultures, disabilities, ages, and genders, supports equal and fair treatment and opportunity for all.
- **Driving Solutions** (Perseverance): Pursues all initiatives with energy, drive, and the goal to succeed.

Job-Specific Competencies:

- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives
- Communicates Effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
- Courage: Stepping up to address difficult issues, saying what needs to be said
- Cultivates Innovation: Creating new and better ways for the organization to be successful
- Interpersonal Savvy: Relating openly and comfortably with diverse groups of people
- Decision Quality: Making good and timely decisions that keep the organization moving forward
- Drives Results: Consistently achieving results, even under tough circumstances
- Instills Trust: Gaining the confidence and trust of others through honesty, integrity, and authenticity
- Optimizes Work Processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
- Resourcefulness: Securing and deploying resources effectively and efficiently
- Self-Development: Actively seeking new ways to grow and be challenged using both formal and informal development channels
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization
- Drives Engagement: Creating a climate where people are motivated to do their best to help the organization achieve its objectives

- **Situational Adaptability:** Adapting approach and demeanor in real time to match the shifting demands of different situations
- **Technical Aptitude:** Display a high level of interpersonal skills, keen problem-solving abilities, and excellent reasoning ability

Physical Demands: Generally, presents standard office environment. Must be able to remain in a stationary position >95% of the time. Continually operates a computer, keyboard and mouse, and other office productivity machinery, such as a calculator, copy machine, printer, and mobile Smartphone device. Constantly positions self to comfortably maintain computer equipment. May occasionally be required to move about in an office setting or position office equipment weighing between 10-25 pounds. Vision abilities required by this job include close vision. Ability to operate a motor vehicle. The person in this position frequently communicates with other people. Must be able to exchange accurate information in these situations. Up to 20% travel to Frederick, Owings Mills, or designated office, as required.

IT Roles must be able to position self to maintain computers and equipment, including under desks and in server room(s). Frequently moves equipment weighing up to 50 pounds.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job. This job description is subject to change at any time.

Disclaimer: The recruitment process is approved by Service Coordination Inc.'s Recruitment Committee and subject to change based on business needs.

In recognition of the continuing COVID-19 pandemic, Service Coordination Inc (SCI) is committed to maintaining a safe and healthy workplace. Because of this, SCI is requiring all new hires to be fully vaccinated. New hires will be required to provide proof of vaccination status as part of the onboarding process. SCI provides reasonable accommodations, absent undue hardship, for medical reasons under ADA and for employees with sincerely held religious beliefs, observances, or practices that conflict with getting vaccinated. You may request reasonable accommodation or other exemption to Sonji Ashford at sashford@sc-inc.org.

Service Coordination is an equal opportunity employer and committed to the full inclusion of all qualified individuals. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, hair texture or protected hairstyle, veteran status, or genetic information. Service Coordination is also committed to providing equal opportunity and access to individuals with disabilities by ensuring reasonable accommodations are provided to participants in the job application or interview process. To request a reasonable accommodation, contact Kathryn Eckert at kathryn.eckert@sc-inc.org or 410-218-5581.

SCI does not sponsor for immigration, including for H-1B, TN, and other non-immigrant visas, for this role.