

Employee Engagement Manager

Member of Operations Team

Reports to: Principal, Chief Operations Officer

Status: Full Time, Exempt

Love & Company

Love & Company, based in Frederick, Maryland, is a national leader in senior living marketing, research, branding, advertising and sales management. We take pride in having a top-notch team of creative marketing professionals with extensive experience in their specific areas of expertise as well as senior living.

Position Overview

The employee engagement manager has primary responsibility for overseeing staff recruiting, training, development and evaluation, with the goal of ensuring high levels of positive employee engagement and minimizing staff turnover. To accomplish this, the director must establish and maintain close working relationships with leaders of all company departments.

Primary Responsibilities

- ❖ Lead the company's recruiting efforts
- ❖ Lead the onboarding process for all new employees
- ❖ Manage the ongoing training, development and engagement process for all team members
- ❖ Manage the ongoing performance evaluation process
- ❖ Manage the company's intern program

Detailed Responsibilities

- ❖ **Lead the company's recruiting efforts**
 - Develop job descriptions for current and proposed positions, working with department leaders to identify specific responsibilities and priorities for each role
 - Manage the advertising and recruiting process for all team members, including identifying appropriate ways to promote each position
 - Screen candidates based on required experience and other established criteria for the position, using both phone and employment testing resources as appropriate
 - Set up phone and in-person interviews with appropriate team members



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- Conduct reference checks, following up on key questions posed by the interviewing team
 - Prepare offer letters and manage the negotiation process with candidates
- ❖ **Lead the onboarding process for all new employees**
- Develop standardized onboarding processes and resources for all new hires
 - Work with department leaders to develop customized onboarding plans and processes for each new team member, blending the standardized company onboarding process with additional training relevant to the specific department
 - Interact regularly (at least weekly) with each new employee for their first month, and bi-weekly for months two and three to ensure the onboarding plan is being followed, and that each new team member is getting what they need to learn their new role and responsibilities
- ❖ **Manage the ongoing training, development and engagement process for all team members**
- Once team members have completed the onboarding and initial training identified in their onboarding plan, work with department leaders to ensure each has a personal development plan that identifies and prioritizes the ongoing training activities they need to perform their responsibilities fully
 - Work with all team members and department leaders to ensure training and development plans are consistently being followed during the year
 - Meet regularly with team members, either individually or in small groups, to monitor the “pulse” of the office and identify any areas of concern to be expressed to management
 - Manage the distribution and use of Love Bucks to recognize team member contributions
 - Oversee the activities of Love & Company’s Fun Committee
- ❖ **Manage the ongoing performance evaluation process**
- Develop and implement the use of 30-day, 60-day and 90-day evaluations for new team members
 - Develop and implement the use of annual performance evaluations
 - Manage the evaluation process with all department heads, ensuring that all team members receive performance feedback in a timely manner

- Manage the performance improvement plan process when necessary, working with department leaders to develop performance improvement plans, lead the presentation of the plan to employees, and ensure employees have what they need to respond to the improvement plan
- Lead the termination process, should an employee not meet the expectations laid out in the performance improvement plan

❖ **Manage the company's intern program**

- Develop a plan for regular and ongoing use of interns in key departments (e.g., client services, project management, integrated marketing, market intelligence), with the goal of identifying good candidates for entry-level positions that we can then develop and grow into taking on greater responsibilities, minimizing the impact of future staff turnover as much as possible
- Communicate the internship program with appropriate colleges and universities in the Frederick, Baltimore, Washington, Northern Virginia and Southern Pennsylvania areas
- Work with department leaders to define specific roles that interns could fill in each department
- Oversee the onboarding and training of interns, working with department leaders to ensure they have specific tasks to work on so that their performance can be appropriately evaluated

Qualifications

This is a full-time position on the operations team. The individual we seek will have the following experience and capabilities:

- ❖ Bachelor's degree in human resources management, business administration, training and development or equivalent
- ❖ Minimum five years of staff training and development experience, including leading hands-on training programs
- ❖ Must have a positive, "can-do" attitude and be able to work with many different types of people at different levels
- ❖ Superb organizational skills, ability to work under tight deadlines and ability to handle and prioritize multiple tasks
- ❖ Demonstrated proficiency in the use of Microsoft Word, Excel and PowerPoint
- ❖ Excellent written and verbal communication skills
- ❖ Utmost discretion, judgment and professionalism

Application Details

To apply, please submit online at: <https://loveandcompany.com/careers/>:

- ❖ A detailed letter explaining why you are interested in the position, the strengths and benefits you can bring to the firm, and the experience you have in the above areas
- ❖ Your resume
- ❖ Your recent salary history and salary requirements

NOTE: Inquiries will ONLY be accepted with a cover letter and salary requirements.

No phone calls, please.

Love & Company is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.