

Employee Engagement Specialist
Member of Operations Team

Reports to: 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

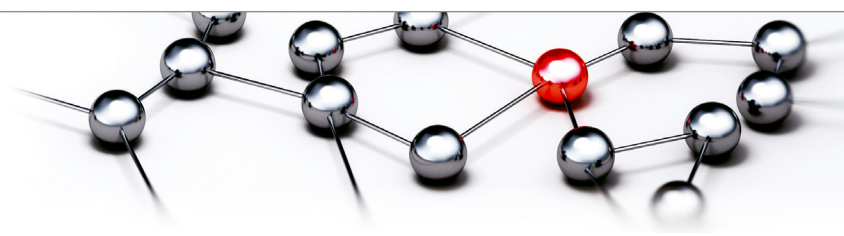
The employee engagement specialist has primary responsibility for coordinating team member services including recruiting and onboarding staff, administering payroll and benefits, coordinating performance management systems, and coordinating company-wide employee engagement initiatives. This position establishes and maintains close working relationships with managers of all company departments to ensure positive employee engagement and retention.

Primary Responsibilities

- Lead the company's recruiting efforts
- Coordinate the onboarding process for all new employees
- Administer the payroll and employee benefits programs, ensuring 100% compliance with local, state and federal regulations
- Coordinate and ensure the implementation of Love & Company's employee engagement initiatives
- Establish and manage the company's intern program

Detailed Responsibilities

- **Lead the company's recruiting efforts**
 - Ensure job descriptions are in place for current and proposed positions, working with department managers to identify specific positions for which descriptions need to be created or updated
 - Manage the recruiting process for all open positions, including identifying appropriate ways to promote each position



- Perform initial screening of candidates, identifying those candidates for which additional screening by department managers is appropriate
- Coordinate the implementation of employment tests for candidates that move past the initial screening process
- Set up phone and in-person interviews with appropriate team members
- Conduct reference checks, following up on key questions posed by the interviewing team
- Prepare offer letters and coordinate the negotiation process with candidates
- **Coordinate the onboarding process for all new employees**
 - Develop standardized general onboarding processes and resources (e.g., company information, HR policies, IT systems set up and use, timekeeping, etc.) for all new hires
 - Work with department managers to ensure they develop appropriate onboarding plans and processes that are appropriate for each new team member given their particular role and responsibilities
 - Interact at least weekly with each new employee for their first month to ensure the general onboarding plan is being followed
 - Interact regularly with the department manager, at least weekly for the first month and bi-weekly for months two and three, to ensure that the department manager is completing the job-specific onboarding plan and that the new team member is getting what they need to learn their new role and responsibilities
 - Establish a reminder program to ensure that department managers implement 60-day and 90-day evaluations for new team members
- **Administer the payroll and employee benefits programs, ensuring 100% compliance with local, state and federal regulations**
 - Manage the biweekly payroll process with our third-party payroll company, ensuring all timekeeping and benefits use are reported and tracked
 - Process and add new hires to payroll and benefits programs, and remove terminated employees from those programs
 - Work with the company's third-party benefit manager to conduct an annual review of company-wide benefits and make recommendations for modifications to leadership

- ⦿ Oversee the periodic health and 401K enrollment periods, providing training and instructions on how to properly complete paperwork
- ⦿ Work with the third party payroll and benefits companies to ensure all necessary forms and documents required to ensure compliance with local, state and federal requirements are filed
- ⦿ Coordinate the annual update of team member compensation and profit sharing participation, providing updated documentation of current team member compensation and shares to department managers, and updating all systems with the appropriate changes
- ⦿ Ensure all employee and company files are up-to-date and complete
- **Coordinate and ensure the implementation of Love & Company's employee engagement programs**
 - ⦿ Once team members have completed the onboarding and initial training identified in their onboarding plan, follow up with department managers to ensure they have created a personal development plan for each team member, including performance goals, success criteria, and growth and development commitments
 - ⦿ Implement a reminder system to ensure department managers are checking in monthly with their team members on their personal development plans
 - ⦿ Implement a reminder system to ensure department managers are completing annual performance reviews for all team members
 - ⦿ Touch base with department managers quarterly to assess their needs and the needs of their employees. Provide guidance to managers on employee-related issues and facilitate one-on-one or group sessions, when requested, to facilitate open and productive communication throughout the company.
 - ⦿ Manage the distribution and use of Love Bucks to recognize team member contributions
 - ⦿ Participate in and support the activities of Love & Company's Fun Committee
 - ⦿ Assist managers with the development of a performance improvement plan (PIP) for team members when necessary. Follow up with the manager after the plan is presented to ensure the manager is following up with the team member on agreed-upon action items, and is documenting the team member's performance during the PIP period.

- ⦿ Be available to employees to provide counsel of how to most effectively address issues directly and effectively with team members and leadership. Provide training resources on an as-needed basis.
- ⦿ Provide support to the termination process, including ensuring appropriate termination paperwork and procedures are completed, should an employee not meet the expectations laid out in the performance improvement plan
- **Establish and 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
 - ⦿ Work with department leaders to define specific roles that interns could fill in each department
 - ⦿ Communicate the internship program with appropriate colleges and universities in the Frederick, Baltimore, Washington, Northern Virginia and Southern Pennsylvania areas
 - ⦿ 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 three years of HR, payroll, benefits and employee engagement experience
- 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 the Office 365 suite of software tools, including 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.