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**Position:** Employee Engagement Manager

**Department:** Administration

**Reports To:** General Manager/Assistant GM

**FLSA Status:** Salary/Exempt

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**Summary**

Develop strategies to improve engagement, and manage programs designed to foster team members, including but not limited to, recruitment, onboarding, retention, recognition, learning and development, diversity, wellness, and other activities aimed at creating a positive workplace environment. Also, provide various administrative and operational support to the facility's General Manager, Assistant General Manager, and Director of Human Resources. Oversee the office's daily operations, which requires close coordination with all staff.

**Responsibilities & Duties**

Include the following. Other duties may be assigned.

- Work directly with leadership and human resources on establishing a strategic tool for the organization's growth, productivity, and ability to attract and retain valuable employees.
- Manage the internship and mentorship programs to create meaningful experiences.
- Develop, execute, and evaluate internal communication plan to ensure the vision, values, initiatives, and organizational information are communicated regularly and effectively.
- Help develop and implement the company's diversity initiatives and strategies to attract, hire, and maintain a diverse workplace.
- Assist Director of Human Resources with a comprehensive onboarding program including communication, processes, job tools, and training.
- Optimize training and development to maximum performance, retention, and job growth.
- Lead the development and execution of employee engagement programs and foster the company's culture ensuring all initiatives/activities are promoted and delivered.
- Manage and oversee the employee recognition program.
- Organize employee special events, including but not limited to team building, holiday events, and company outings.
- Assess programs, feedback, and involvement in considering creative ideas and needs.
- Guide, train, and direct leadership to execute human resources policies and procedures to ensure appropriate legal and organizational compliance.
- Provide support in scheduling certifications, trainings, and conferences, include securing necessary travel accommodations.
- Draft letters, emails, surveys, reports, and other correspondence in a timely, accurate manner. Compose routine correspondence not requiring the supervisor's attention.
- Provide routine information regarding events, progress, policies, and procedures.
- Research and prepare information for thorough reports. Assist in drafting, proofreading, and processing of these reports and related documents.
- Maintain various files and records of information such as budget, correspondence, activity, and reports.
- Manage any special projects assigned by the General Manager, Assistant General Manager or Director of Human Resources.

- Maintain and order all necessary supplies, materials, and services for facility, department, and office equipment (i.e., office supplies, copier, postage machines, etc.).
- Sort department and office mail.

**Skills and Abilities**

Position requires the ability to:

- Excellent verbal and written communication skills, including proven resolution skills.
- Proficient with Microsoft Office Suite or related software.
- Organize and prioritize work to meet deadlines.
- Work effectively under pressure and/or stringent schedule and produce accurate results.
- Work as a team member as well as independently, exercising judgment and initiative.
- Maintain an effective working relationship with employees, and others encountered in the course of employment.
- Remain flexible and adjust to situations as they occur.

**Education and Experience**

Bachelor's degree from an accredited college or university in Human Resources, Sociology, Psychology, or related field and two to four years of related experience and/or training; or equivalent combination of education and experience.