

Human Resources Manager

Location	Hybrid	FSLA Status	Exempt
Department	Business Operations	Employment Type	Full time
Reports To	COO	Work Hours	8:00 – 5:00 Monday - Friday
Created/Modified Date	August 15, 2025		

Job Summary

The HR Manager plays a key role in shaping the employee experience and supporting the company's continued growth. This role is responsible for overseeing HR operations, ensuring compliance with employment laws, and managing programs that attract, retain, and develop talent. The HR Manager will balance strategic planning with hands-on execution, working closely with leadership and employees to foster a culture of engagement, accountability, and continuous improvement.

The HR Manager serves as a trusted advisor to leaders and employees, providing guidance on recruitment, performance management, employee relations, benefits administration, and professional development. Success in this role requires strong interpersonal skills, organizational expertise, and the ability to navigate complex situations with professionalism and empathy.

EOS Roles and Responsibilities

1. Lead HR operations and compliance across the company
2. Drive talent acquisition, onboarding, and retention initiatives
3. Support employee engagement, recognition, and development programs
4. Advise leadership on HR strategy, policies, and employee relations
5. Contribute to building a culture of accountability, collaboration, and continuous improvement

Key Responsibilities

Talent Acquisition & Onboarding

- Manage full cycle recruiting for all positions, including job postings, candidate sourcing, screening, interviewing, selection, and offer process.

- Build and maintain a strong talent pipeline through proactive sourcing, networking, and employer branding efforts.
- Represent the company at job fairs, networking events, and other recruiting venues to promote career opportunities and strengthen community presence.
- Ensure job descriptions and postings reflect company values, culture, and role expectations.
- Oversee a consistent, structured onboarding process that integrates new hires into the team, aligns them with our culture, and sets them up for success in their first 90 days.

Employee Relations & Culture

- Serve as the primary point of contact for HR policies, benefits, and workplace concerns.
- Support a positive workplace culture that reinforces core values and the brand promise.
- Partner with managers to resolve employee relations issues in a fair, timely, and consistent manner.
- Participate actively in the company's activity team to help coordinate and support employee events and engagement activities.

Benefits & Compliance

- Administer health and voluntary benefits; manage annual renewals with our benefit partner.
- Ensure compliance with federal, state, and local employment laws and internal policies.
- Oversee HR policies and procedures, updating as necessary to remain compliant and relevant.
- Maintain accurate, confidential HR records.

Performance Practices & Workforce Planning

- Support managers with coaching frameworks, feedback cadence, and corrective-action processes.
- Partner with the Talent Development Director to align career development initiatives with business needs.
- Contribute HR insights to workforce planning and organizational design.

HR Operations & Continuous Improvement

- Administer and maintain ADP Workforce Now as the company's HRIS.
- Develop and maintain HR metrics and reports to keep leadership informed.
- Improve HR processes for efficiency, clarity, and consistency.

Manage Employee Recognition Program

- Oversee the company's formal and informal employee recognition programs to ensure they are meaningful, timely, and aligned with company values.
- Partner with managers to identify and celebrate employee achievements, milestones, and contributions.
- Coordinate recognition activities and communications to maximize visibility and impact across the company.
- Evaluate recognition initiatives annually and recommend enhancements to keep the program engaging and relevant.

Oversee Internship Program

- Develop and maintain relationships with local colleges, universities, and technical schools to promote internship opportunities.
- Manage the recruitment, selection, and onboarding of interns in alignment with company needs.
- Ensure interns receive a structured, meaningful work experience that supports both their learning and company objectives.
- Partner with managers to assign relevant projects, monitor progress, and provide feedback.
- Evaluate the program annually to identify improvements and potential future hires from the intern pool.

Qualifications & Skills

- **Experience:** Minimum 5 years of progressive HR generalist or HR manager experience in a corporate, professional services, or technology environment. Must have demonstrated responsibility for full-cycle HR functions (recruiting, onboarding, benefits, compliance, employee relations, and performance management).
- **HR Knowledge:** Strong working knowledge of federal, state, and local employment laws and regulations, including FLSA, FMLA, ADA, EEOC, and Illinois-specific requirements.
- **Technical Skills:** Proficiency in ADP Workforce Now for HRIS administration, reporting, and compliance tracking preferred; familiarity with applicant tracking systems and HR reporting tools.
- **Interpersonal Skills:** Excellent communication, listening, and relationship-building skills; proven ability to work with all levels of the organization with professionalism and discretion.

- **Problem-Solving:** Strong judgment, analytical thinking, and decision-making skills with the ability to resolve issues quickly, fairly, and in alignment with company values.
- **Organizational Skills:** Ability to manage multiple priorities and deadlines in a fast-paced environment while maintaining high accuracy and attention to detail.
- **Communication:** Excellent verbal and written communication skills; strong presentation skills.
- **Collaboration:** Experience working closely with leadership teams to implement HR strategies, support organizational goals, and foster a positive, high-performance culture.
- **Preferred Education & Credentials:** Bachelor's degree in Human Resources, Business Administration, or related field; professional certifications such as SHRM-CP, SHRM-SCP, PHR, or SPHR.

Physical Requirements and Work Environment

- Sitting for extended periods while working at a computer.
- Occasional lifting and moving of IT equipment (e.g., laptops, desktops, peripherals, or small networking devices) weighing up to 25 lbs.
- Hybrid work model – combination of remote work and in-office presence.
- Office setting: Open-space office environment with shared workstations and collaborative areas.
- Remote work: Requires a reliable internet connection and a dedicated workspace, free of distractions, for focus and productivity.
- Collaboration: Regular virtual meetings, calls, and team interactions through digital communication tools.
- Pace of work: Fast-paced environment requiring multitasking, attention to detail, and adaptability.