Human Resources & Community Engagement Manager- Job Description

Job Title: HR & Community Engag. Mgr **Department:** Administration
Reports to: President/CEO **Job Type:** Full-time
Revision Date: 11/2026

Position Summary
This position demands extensive cross-functional collaboration, strong communication skills, and a process-focused aptitude that enables the individual to effectively execute multiple responsibilities and deliverables. The Human Resources and Community Engagement Manager is responsible for overseeing all aspects of Human Resources at The Center for Courageous Kids (CCK), including employee relations, benefits, recruitment, engagement, compliance, and organizational policies and practices.

In addition, this position leads CCK's corporate volunteer and community engagement efforts, ensuring meaningful, organized, and safe volunteer experiences that support camp operations while strengthening relationships with corporate and community partners. The Human Resources Manager works closely with leadership and staff to support a positive workplace culture while helping ensure CCK remains a welcoming and mission-driven environment for campers, families, staff, and volunteers.

Essential Functions

Human Resources

- Partners closely with leadership to implement HR programs and policies.
- Provides ongoing HR support, guidance, and coaching to managers regarding people plans and programs.
- Leads and executes a comprehensive talent management strategy, including succession planning, career pathing, leadership and professional development, performance evaluation, employee engagement and retention, workforce planning and analytics, and onboarding practices to ensure a strong pipeline of talent for the CCK team.
- Responsible for investigations and resolution of employee relations issues and conflicts within work groups; anticipates problems and develops appropriate steps for resolution.
- Responsible for administration of a variety of programs and processes including leave administration, exit interviews, HR policies, benefit administration, new employee orientations, and recognition activities.
- Utilizes understanding and application of employment law and HR best practices to ensure CCK remains compliant with all applicable federal, state, and local laws and regulations.
- Leads the full recruitment process in partnership with the management team, including developing job descriptions, posting positions, screening candidates, coordinating and participating in interviews, and facilitating the selection and offer process.
- Partners with leadership to administer, review, and analyze employee engagement survey results and other trends to identify opportunities for improvement and support employee engagement, satisfaction, and retention strategies.
- Collaborates with leadership and employees to ensure HR practices are aligned with organizational needs and recommends changes when appropriate.

Community Engagement & Corporate Volunteers

- Develops and manages CCK's corporate volunteer engagement efforts in alignment with organizational and program needs.
- Serves as the primary point of contact for corporate volunteer groups and community partners.
- Coordinates scheduling, communication, and logistics for volunteer experiences across departments.
- Partners with program, facilities, development, and leadership teams to identify meaningful volunteer opportunities that support camp operations while providing a positive and mission-driven experience.
- Designs and implements volunteer onboarding, orientation, and training processes to ensure safety, preparedness, and alignment with CCK policies and child protection standards.
- Oversees volunteer experience from initial inquiry through post-engagement follow-up, ensuring a high-quality and organized experience that reflects CCK's mission and values.
- Tracks volunteer participation, hours, and engagement metrics and provides reporting and insights to leadership as needed.
- Collaborates with leadership and development teams to identify opportunities to deepen relationships with corporate partners through volunteer engagement.
- Supports the cultivation of long-term corporate relationships by ensuring consistent communication, recognition, and appreciation of volunteer partners.
- Ensures all volunteer activities align with safety standards, risk management practices, and organizational policies.
- Perform all other duties as assigned.

Competencies

- Ability to perform work accurately and completely, and in a timely manner.
- Communicates effectively with supervisors, camp staff, campers, and visitors.
- Ability to maintain strict confidentiality of personal, medical, and proprietary information.
- Strong organizational and listening skills.
- Self-motivated, demonstrates initiative, accountability, and ownership of work and outcomes.
- Ability to build relationships and collaborate within a team, internally and externally.
- Ability to build and maintain professional relationships with corporate partners and community organizations.
- Ability to balance operational needs with relationship-building and hospitality.
- Ability to learn and use a variety of software, tools, and system necessary to meet business needs.

Physical Demands

- Ability to lift and carry up to 30 pounds or more as required.
- Frequent sitting and viewing computer screen.
- Occasional activity: standing, walking, bending, climbing, reaching above shoulder, pushing, pulling.

Travel Required

Occasional travel is required for recruitment and other camp-related activities. Travel may include overnight stays.

Equipment Used

- Office equipment, computers, phones, and standard software systems
- Golf cart or other approved utility vehicle
- Automobile or company-approved vehicle

Working Conditions

- Work is performed in an office setting with minimal occasional outdoor camp environments, including program areas, cabins, offices, event spaces, fields, trails, and other camp facilities.
- May be exposed to heat, cold, rain, uneven terrain, insects, dust, or noise when outdoors.
- Must follow all applicable safety procedures and use appropriate protective equipment as directed.
- Occasional evenings as needed.

Minimum Qualifications

- Must be at least 18 years of age.
- Bachelor's degree in human resources or related field required. Relevant experience will be considered in lieu of educational requirement.
- Must be able to read, write, understand, and communicate effectively in English.
- 3+ years human resource generalist experience (required)
- Experience leading large scale HR project initiatives
- PHR/ SHRM certification preferred but not required
- Experience conducing effective presentations
- Experience working with detailed information
- Intermediate level Microsoft Office
- Experience with benefits administration
- Ability to quickly and effectively solve complex problems
- Thorough knowledge of HR procedures and polices
- Ability to represent the organization professionally to external partners and community stakeholders.
- Experience managing volunteers or coordinating group engagement activities preferred.
- Current First Aid and CPR certification, with the ability to maintain certification throughout employment.
- Must possess and maintain a valid driver's license

The Center for Courageous Kids is an Equal Opportunity Employer.

This job description is intended to describe the general nature and level of work performed by employees assigned to this position. It is not intended to include every duty, responsibility, or activity required of the employee.