

Reports to: Sr. Director, HR

Department: Human Resources

Classification: Exempt

Effective Date: January 23, 2026

Position Overview:

The HR Manager is a key leadership role responsible for overseeing core HR operations, talent acquisition, learning and development, compliance, and employee engagement across the organization. This role manages the HRBP – Payroll & Benefits and two administrative team members, ensuring consistent, high-quality HR service delivery across a 90-employee, multi-state organization.

Reporting to the Senior Director, HR, the HR Manager serves as a trusted partner to leaders and employees and plays a vital role in supporting organizational growth while protecting and strengthening a culture grounded in faith, family, and work. This position balances strategic contribution with hands-on execution and is expected to remain actively involved in day-to-day HR operations while continuously improving systems, processes, and programs to ensure scalability, compliance, and excellence.

Key Responsibilities

1. HR Leadership & Team Management

- Lead, coach, and develop the HRBP – Payroll & Benefits and two administrative team members.
- Establish priorities, set quarterly “rocks”, and ensure accountability across the HR team.
- Foster a collaborative, service-oriented HR team that reflects the organization’s values and commitment to excellence.
- Serve as the primary owner of day-to-day HR operations and employee relations matters, escalating complex, high-risk, or sensitive issues to the Senior Director, HR as appropriate.
- Partner closely with the Senior Director, HR on complex employee relations, investigations, and operational HR matters.
- Exercise sound judgment and discretion in confidential and sensitive situations.

2. Culture, Values & Employee Experience

- Champion a people-first culture rooted in faith, family, and work, ensuring these principles are reflected in HR programs, policies, and daily practices in an inclusive, respectful, and legally compliant manner.
 - Act as a trusted HR partner to leaders and employees, supporting employee relations, engagement, and performance management, and conflict resolution.
 - Oversee and contribute to the King’s Vision Team, supporting initiatives that reinforce organizational culture and values.
 - Support internal communications, recognition programs, and community involvement efforts that strengthen connection and engagement.
 - Model and foster the organization’s core values by:
 - Reflect **Integrity** in decision-making and confidentiality
 - Sparkle with **Excellence** through high standards and continuous improvement
 - Create **Good Chemistry with People** by building trust and strong relationships
 - Being **Ruled by the Golden Rule** through fairness and respect
 - Being **Immersed in Courage** by addressing challenges directly and thoughtfully
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- Fostering **Servant Leadership** by supporting, developing, and empowering others

3. Talent Acquisition & Workforce Planning

- Own and lead full cycle recruiting strategy and execution for all non-executive roles across the organization.
- Develop and execute recruiting strategies aligned with organizational goals, workforce needs, and culture fit.
- Partner with hiring managers to clarify role requirements, guide selection decisions, and ensure a consistent, value-aligned hiring experience.
- Delegate administrative and coordination tasks appropriately while maintaining ownership of recruiting outcomes.
- Continuously assess and improve recruiting processes, tools, and candidate experience.
- Oversee onboarding for new team members, ensuring they are set up for success with structured 30-60-90-day plans and cultural integration.

4. Learning & Development

- Oversee Learning Management Administration (LMA), ensuring required compliance training and role-based learning are completed accurately and on time.
- Balance hands-on LMA administration with the strategic development of scalable learning and development initiatives.
- Partner with leaders to identify development needs, create individual and team development plans, and support leadership growth.
- Ensure onboarding programs effectively integrate new employees into their roles, the organization's culture, and core values.

5. HR Operations, Compliance & Systems

- Ensure HR policies, practices, and programs comply with federal, state, and local employment laws across multiple states.
- Proactively identify and mitigate HR-related risks, including compliance gaps, process failures, and data integrity issues.
- Oversee accurate maintenance of HR records, reporting, and documentation.
- Provide leadership and oversight for HRIS administration (UKG preferred), including system optimization, data integrity, reporting, and process improvement.
- Leverage technology, automation, and AI-enabled tools to improve HR efficiency consistency, and scalability.
- Support HR process discipline within an EOS (Entrepreneurial Operating System) environment.

6. Compensation, Benefits & Payroll Oversight

- Partner with the Senior Director, HR to support compensation, benefits strategy development and special projects.
 - Provide leadership oversight and guidance for payroll, benefits, and compensation administration, in collaboration with the HRBP – Payroll & Benefits.
 - Review and audit payroll processing to ensure accuracy, compliance, and consistency.
 - Serve as a knowledgeable backup for payroll processing as needed, without serving as the primary processor.
 - Other duties as assigned
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Qualifications & Requirements

- 5+ years of progressive HR generalist experience, including experience leading or supervising HR staff.
- Demonstrated ability to lead with empathy, integrity, and accountability, and sound judgment.
- Strong working knowledge of multi-state employment law and HR compliance.
- Proven experience leading full cycle recruiting.
- Experience supporting compensation, benefits, and payroll functions.
- Strong technical aptitude with HRIS platforms (UKG preferred) and reporting tools.
- Ability to understand the bigger picture while executing effectively at a tactical level.
- Proven ability to manage change, growth, and organizational transitions.
- Ability to balance business needs with employee experience and well-being.
- Excellent interpersonal, communication, and relationship-building skills.
- Alignment with and ability to support an organizational culture centered on faith, family, work, and core values.

Success in This Role Looks Like

- Consistent, compliant, and well-run HR operations with minimal disruption.
 - High levels of trust from leaders and employees.
 - A confident, capable HR team operating with clarity and accountability.
 - Scalable systems and processes that support organizational growth.
 - Organizational values lived out in practical, professional, and inclusive ways.
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