**ANNUAL METRICS**

### Achieve eNPS of 30 for Ops team

### Reduce voluntary attrition to < 3% on Ops team

### >95% of Ops team achieved > 95% of objectives

### Complete >95% of own objectives

### Receive score of >X on 360 review

**PURPOSE**

### Align people practices & programs with strategic business objectives, enabling teams to perform at their peak.

**ESSENTIAL SKILLS**

* Problem Solving
* Teamwork
* Influencing
* Coaching
* Analytical
* Verbal and written communication
* Ethical
* Strategic Thinking

### EQ

### LOGISTICS

**Job Family:** G&A

**Reports to**: HR Director

**Location**: Chicago

**Onsite**: 2 days/week

**Travel**: 20%

**Status:** Full time, exempt

**Pay type:** Salary

**Cohort:** 7

**Comp range:** $xx,xxx - $xxx,xxx

**Annual bonus potential:** $xx,xxx

**Career level**: Individual Contributor

**CAREER POSSIBILITIES**

### HR Manager

### HR Director

### HR Executive

### Program Manager

### Regional Operations Manager

### L&D Director

* BI Analyst

**Responsibilities:**

* Collaborate with business leaders to align HR strategies with organizational goals and objectives.
* Develop and implement strategic workforce planning initiatives to ensure we have the right talent in the right roles.
* Act as a trusted advisor to business leaders, providing guidance on HR policies, procedures, and best practices.
* Drive performance management processes, including goal setting, performance reviews, and talent development plans.
* Lead organizational design and change management efforts to support growth and enhance operational efficiency.
* Analyze HR metrics and trends to identify insights and provide data-driven recommendations to drive informed decision-making.
* Champion employee engagement initiatives, fostering a positive work environment and enhancing our employer brand.
* Collaborate with HR Centers of Excellence to deliver targeted solutions in areas such as talent acquisition, learning and development, and compensation.
* Stay current with industry trends and employment laws, ensuring compliance and recommending necessary updates to HR policies and procedures.

**Qualifications:**

* Bachelor's degree in Human Resources, Business Administration, or a related field (Master's preferred).
* Proven experience as an HR Business Partner or similar strategic HR or management role.
* Strong knowledge of HR principles, practices, and employment laws.
* Demonstrated ability to build effective relationships and collaborate with stakeholders at all levels.
* Exceptional communication and interpersonal skills, with the ability to influence and persuade others.
* Analytical mindset with the ability to gather and interpret HR data to drive insights and decision-making.
* Change management expertise, with the ability to navigate and lead others through organizational transformations.
* Excellent problem-solving and decision-making skills, with a proactive and solution-oriented approach.
* HR certifications (e.g., PHR, SPHR, SHRM-CP, or SHRM-SCP) are a plus.

Note: This job description is intended to provide a general overview of the position and does not encompass all tasks or responsibilities that may be assigned now or in the future*.*