



**Position:** Manager, HR Operations and People Experience  
**Organization:** CSforALL  
**Location:** New York, NY

### **About CSforALL**

CSforALL's mission is to make high-quality computer science an integral part of the educational experience of all K-12 students and teachers and to support student pathways to college and career success.

CSforALL serves as the national hub for the K-12 computer science education movement. We convene and sustain networks to support the national landscape of school districts, nonprofits, for-profits, and government agencies that share the goal of rigorous, inclusive and sustainable CS education in the U.S.

The organization employs the following strategies for achieving this mission:

- Raise awareness of the need for CS education and best practices for building capacity and increasing access
- Build capacity to ensure local leaders and systems can implement CS education equitably and with quality
- Increase equitable access to high quality CS education pathways for all learners and educators.

### **Position Description**

CSforALL seeks an analytical, strategic, process-minded individual to oversee primary human resources functions including recruiting and onboarding, training and development, performance management. This role will be solely focused on overseeing, in partnership with the Senior Director of Operations, the company's daily functions to include planning, coordinating, and directing activities such as staffing, strategic planning, and dealing with employee questions and concerns. As an equity-focused organization, this role contributes to the implementation of an inclusive culture at CSforALL, and works closely with team members to ensure all team member identities are valued and respected. The ideal candidate understands that this role is high-engagement, and accurate, supportive, responsive communication is key. This individual would also enjoy working across the organization to develop team-wide relationships and deliver effective communication between internal and external HR partners.

Together with the larger Operations team, the manager is responsible for creating and implementing the framework and tools to support CSforALL's HR and People Experience functions. In this role, you should be an adept multi-tasker who is able to lead and collaborate to actualize complex, multifaceted HR and performance management policies that motivate and inspire the team. Additionally, this individual will be a self-directed, strategic thinker with an analytical mindset and the ability to pull insights from the metrics and present findings and plans for improvement.

This role will bring hands-on experience in recruiting and onboarding, training and development, performance management, and human resources operations. Your goal will be to ensure our HR framework operates properly, is compliant with appropriate state and federal regulations, and is in alignment with the organization's overall strategic plan. This role will be within the Operations division and will serve as a thought partner to the Senior Director of Operations and ensure the organization hires and retains top talent as well as builds a robust infrastructure that will provide CSforALL with the organizational health it needs to grow its programmatic impact.

## **Responsibilities**

### **Recruiting and Onboarding:**

- Manage the staffing process, including recruiting, interviewing, hiring, and onboarding
- Deliver a best-in-class experience across all points of the candidate and employee lifecycle
- Lead competitive market research to establish pay practices and pay structures that help to recruit and retain superior staff
- Determine and recommend employee relations practices to establish a positive employer-employee relationship and promote employee morale and motivation. Conduct periodic surveys to measure employee satisfaction and engagement
- Design company policies that reinforce diversity in the workplace, address all kinds of harassment and protect minority groups.
- Train hiring managers on how to select, manage, evaluate and retain diverse employees.

### **Training and Development:**

- Develop an in-house training strategy that addresses all employee development needs including new employee onboarding/orientation, training assessment, management development as well as external training programs
- Establish an integrated communications and change management strategy to create a culture of employee learning and co-design supporting plans that are grounded in a deep understanding of stakeholders, company culture, and organization goals
- Create and disseminate training materials and performance management programs to ensure employees understand their job responsibilities and are supported in their professional growth

### **Performance Management:**

- Lead the operation of the performance management process that includes performance development plans and employee development programs
- Support all employees and usher them to the right opportunities, coach them on career

development and inspire them to contribute to the organization

- Collaborate with managers on providing actionable feedback in performance evaluations and act as a feedback champion ensuring it is being shared often and productively
- Leverage data to identify trends, insights to determine effectiveness and impact of the talent experience to drive continuous improvement

### **Human Resources Operations:**

- Act as project manager for agreed upon HR initiatives and special projects across the organization
- Remain current with respect to Human Resources legislation by attending training classes, administration courses, independent research, and seminars as needed
- Conduct a continuing study of all HR policies, programs, and practices to keep management informed of new developments
- Support the selection and supervision of consultants, attorneys, training specialists, and coordinates the use of insurance brokers, insurance carriers, pension administrators, and other outside sources

### **Qualifications:**

- Bachelor's degree in human resources, business administration or the equivalent analytical background, or equivalent combination of education and work experience.
- 5 years of experience with knowledge of HR functions, processes and best practices, and experience working on operations projects
- A commitment to DEIA principles, and understanding of how to effectively implement and measure in small teams
- Collaborative strategic thinker that uses project management in order to achieve goals, build relationships, and co-design and execute implementation plans with minimal direct supervision.
- Exceptional relationship building skills; possesses a high level of empathy, emotional intelligence, and self-awareness, the ability to relate/influence across a diverse range of stakeholders
- Experience with virtual/remote workplaces
- The Manager, HR Operations and People Experience's role is primarily an internal facing role and will require only minimal travel (1-3 times per year)

**Salary:** \$70-85K

**Posting Date:** July 1, 2022

**To Apply:** Send the following to [recruiting@csforall.org](mailto:recruiting@csforall.org):

- Subject line: CSforALL Manager, HR Operations and People Experience : [YOUR NAME]
- Attach: cover letter and resume / CV

*\*CSforALL is proud to be an equal opportunity workplace. We do not discriminate based upon race, religion, color, national origin, sex, sexual orientation, gender identity/expression, age, status as a protected veteran, status as an individual with a disability, or any other applicable legally protected characteristics.*