



POSITION DESCRIPTION

POSITION: Human Resources Manager
REPORTS TO: VP, HR & Leadership Development

PURPOSE OF POSITION

The HR Manager serves as the FOCUS Brands culture ambassador. Key responsibilities include the execution of key HR and Leadership Development programs to drive Associate Satisfaction and support FOCUS Brands purpose of FOCUS on Making People Happy!

DUTIES AND RESPONSIBILITIES

- Strengthens and sustains the FOCUS Brands culture by providing outstanding support and assistance to all FOCUS Brands Associates.
- Manages all FOCUS Brands events and contests: Shared Services Annual Leadership Conference, FOCUS Forums, Day of Giving/Hands on Atlanta, Take Our Kids to Work Day, Purge the Files Day and applicable holiday parties.
- Provides recruiting assistance to include creation of role descriptions, posting job openings internally and externally, application completion and reference checks.
- Creates and executes orientation and training plans for all new hires.
- Provides HR support to the Operations team for Moe's Southwest Grill, Cinnabon company-owned bakeries and restaurants, and Carvel Stadiums & Arenas; new hire paperwork processing, recruiting, employee relations, compliance (posters, personnel files, I9's, etc.)
- Assists the VP, HR & Leadership Development with employee relations issues.
- Provides support for all Leadership Development activities such as tracking participants, announcements/reminders of classes, scheduling meals, presentation copies, room set-up, and other logistics needs.
- Manages ancillary benefit offerings such as tuition reimbursement, anniversary recognition program, awards for meetings and events, referral programs and others.
- Ensures HR compliance and provides reports as it relates to Federal reporting requirements (EEO-1, VETS, and Affirmative Action Plan (AAP)).
- Manages new hire paperwork processing including entering data into HRIS system, maintaining complete personnel files, and completion of I9's (eVerify).
- Serves as the Glenridge Support Center Office Manager; reception area, office vendor billing, mailroom, break room, office supplies and other office facility needs.
- Assists the HR department with various benefit activities such as open enrollment and serves as back-up to the Benefits Manager in answering questions/resolving issues and questions related to all FOCUS Brands benefits.
- Provides HR tracking reports via HRIS platform as needed.

POSITION REQUIREMENTS

- Five plus years of successful human resources experience; quick service/franchise operations experience preferred.
- SPHR or PHR certification preferred.
- Possesses a passion for driving organizational culture and providing outstanding service to Associates.
- Strong ethics and integrity in building personal relationships with all FOCUS Brands Associates, Franchise Partners and other key constituents.
- Possesses a high degree of drive and attention to details with a proven track record of achieving results.
- Possesses superior communications skills (written and verbal) to effectively interact and support all levels of Associates.
- Proficiency in HRIS systems - preferably ADP; proficiency in Microsoft computer skills, i.e. Word, PowerPoint, Excel, Outlook.