



People & Culture Manager

Reports to: Chief Operating Officer

Supervisory Responsibility: NA

Position Classification: Full-Time, Exempt

Position Description: Responsible for overseeing the full spectrum of human resources functions, ensuring compliance, and supporting organizational goals through effective people management.

Position Skills & Qualifications:

- Minimum of 5 years of directly applicable experience as an HR Generalist or HR Manager who was involved in all aspects of HR.
- Experience supporting organizations during periods of rapid growth.
- Experience leading HR functions for organizations transitioning from fewer than 50 employees to more than 50 employees.
- Strong communication, interpersonal, negotiation, and conflict resolution abilities; organizational and analytical skills;
- Understanding of employment laws, ADA, FMLA, and EEOC requirements.
- Bachelor's degree or equivalent experience in human resources, business administration, or related
- Bilingual (English and Spanish) preferred
- Mission driven

Duties and Responsibilities:

Strategic Human Resource Leadership:

- Develop and implement HR policies, procedures, and strategic plans aligned with business objectives.
- Implements, disseminates, and monitors company policies, programs and procedures in the areas of training, compensation, compliance, and benefits to attract, retain, and motivate employees.
- Ensure compliance with federal, state, and local employment laws.
- Serve as a strategic advisor to senior leadership on workforce and talent matters.

HR Systems Management

- Ensure HR systems effectively support recruitment, onboarding, performance management, learning, compensation, and employee data management.
- Evaluate, select, implement, and maintain Human Resources Information Systems (HRIS) and talent management platforms that support organizational goals.
- Develop HR metrics and reporting capabilities to support workforce planning and decision-making.

Recruitment & Talent Management:

- Establish a job description management process to ensure job descriptions stay current, relevant, and aligned with organizational goals.
- Develop and implement recruitment strategies to attract top talent.
- Lead hiring processes, including sourcing, background checks, onboarding, and retention strategies.
- Manage relationships with recruitment agencies, job boards, colleges, and professional organizations.

- Ensure recruitment processes promote diversity, equity, and inclusion.

Employee Experience & Culture:

- Promote a positive, inclusive, and high-performance workplace culture.
- Foster a positive and inclusive workplace culture.
- Resolve employee relations issues and workplace concerns.
- Support conflict resolution and employee coaching efforts.
- Ensure fair and consistent application of company policies.
- Support employee engagement and organizational development programs.
- Support change management initiatives and organizational development efforts.
- Develop and implement employee appreciation events and parties.
- Partner with leaders to strengthen employee engagement, retention, and workplace satisfaction.
- Ensure fair, consistent, and legally compliant resolution of employee concerns and complaints.

Performance Management:

- Develop and implement the organization's performance management strategy and processes.
- Ensure consistency, fairness, and compliance in performance management practices across the organization.
- Train and coach leaders on performance evaluation, employee development, and performance improvement practices.
- Manage performance improvement plans (PIPs) and provide guidance on corrective actions when necessary.
- Support performance reviews, goal setting, and employee development.

Training & Development:

- Design and deliver training programs to improve compliance, skills and engagement.
- Identify training needs and/or gaps and develops training programs as appropriate.
- Conducts training sessions, including but not limited to, new hire orientation, classroom training and additional leadership sessions.

Internal Leadership & Collaboration

- Work with CFO on administration and coordination of benefits such as PTO, FMLA, workers' compensation, and retirement programs.
- Partner with leadership to develop workforce plans aligned with organizational growth objectives
- Assess organizational design, staffing models, and succession planning to support long-term sustainability.
- Lead digital transformation of HR processes through automation and technology adoption.
- Evaluate opportunities to leverage HR technology and AI-enabled tools to improve employee experience and operational efficiency.
- May oversee and direct the work of the other Human Resources staff or administrative staff members, as organization grows.
- Prepare budgets, analyze HR data, and present reports to leadership
- Be an active and enthusiastic participant in the Meals On Wheels of Tampa team
- Other duties as requested or assigned