Manager - Employee Engagement

District Office - Position - Human Capital
Job Number 8600019636
Start Date
Open Date 03/18/2022
Closing Date

**All City Schools staff members are required to have been fully vaccinated against COVID-19, or to have applied for and received a medical or religious exemption from this mandate.**

The Employee Engagement department leads the district's efforts to build up employees as part of the City Schools team - one of the Human Capital Office’s five core strategies. The Employee Engagement department has primary responsibility for planning and implementing specific actions associated with several strategy components, including implementing a case management model for providing employees with real-time, on-demand human resource services; coordinating personalized recognition and engagement activities to build employees' City Schools identities; providing certification service that meets educators' needs and enables City Schools to retain effective employees; engaging new employees early in ways that connect them to the district and to each other; and providing employees with orientation the builds competence, culture, and cohort. As a large urban school district with over 11,000 employees serving nearly 80,000 students, the district requires a proactive, positive, and diversified approach to employee engagement. In recent years, the Employee Engagement department has significantly expanded activities to recognize and celebrate staff members and to develop and implement a new employee wellness program - Be Well - adding important new components of engagement to the department's continuing work to implement compensation and benefits programs and to support effective and efficient pre-employment processes. Staff in the Employee Engagement department also serve as Human Capital Office Call Center agents and receive in-person service requests at our front desks.

This department is now structured around three areas of work. First, a Total Rewards unit sets and communicates the district's compensation theory and calculates salaries and wages; manages the distribution of Achievement Units (salary credits for strong performance and professional learning); completes benefits enrollment and reporting; provides tuition reimbursement; and coordinates with the Payroll department. Second, a Pre-Employment and Onboarding unit manages all elements of the pre-employment process; oversees the background check process; coordinates new hire orientation sessions; maintains and distributes collateral materials for new hires; and assists with implementing the full-year onboarding program for full-time, part-time, contractual, and temporary employees, as well as substitutes, contractors, and interns. Third, the Employee Experience unit manages and supports retirement processes; processes and reports on employee leaves; collaborates with Wellness Educators to implement the Be Well employee wellness program; plans and executes all employee
engagement initiatives; and implements evaluations/surveys to assess employee impact and outcomes of the department's initiatives.

Each Manager - Employee Engagement leads one of the three units described above, as assigned by the Director. The Manager - Employee Engagement is responsible for outlining and clarifying the unit's strategic direction, setting and monitoring an annual calendar of their unit's Employee Engagement activities, maintaining and refining employee engagement tools and materials, supervising staff members, and representing the Human Capital Office as an employee engagement subject matter expert with a wide variety of audiences. The Manager - Employee Engagement is responsible for increasing employee satisfaction with the Human Capital Office's supports and engagement activities.

Essential Functions

- Manages, supervises, develops, and evaluates 5-7 staff members who develop and implement the district's employee engagement tactics and activities.
- Translates cross-departmental human capital strategy into specific, prioritized plans and actions for the Manager's assigned unit within the Employee Engagement department, guiding staff in the unit to maintain clear links between their responsibilities, actions, and performance and the Human Capital Office's strategic plan and results, particularly the current strategy to elevate employees.
- With the Director and other Managers in the department, develops and leads an innovative strategy for engaging a high-performing, diverse workforce focused on excellence and equity.
- Executes components of an employee engagement branding and marketing strategy, including a clear, general employee value proposition and targeted value propositions geared toward specific audiences of employees, both aligned with those developed and utilized for recruitment of new staff.
- Manages team members' Call Center activities to ensure timely responses to service requests and consistent and complete tracking of service requests and service requests responses.
- Implements the district's benefits in accordance with laws, regulations, policies, and guidance.
- Implements all types of employee leaves in accordance with laws, regulations, policies, and guidance.
- Collaborates with Wellness Educators to increase employee awareness of the Be Well employee wellness program and its components and make noticeable improvements in employee health.
- Creates and monitors an annual calendar of the unit's engagement activities, reflecting annual employment cycles, benefit enrollment timelines, reporting requirements, and other considerations.
- Leverages technology to enhance prospective employee engagement during pre-employment activities.
- Represents the district, the Human Capital Office, and the Employee Engagement department to prospective and current employees, serving as a key
ambassador for the Human Capital Office and conveying the team's strategies, priorities, and core values at all times.

- Collaborates with the Human Capital Knowledge Management and Strategy department to manage and maintain the Applicant Tracking and Records Systems to ensure that the systems are efficient and user-friendly both for new hires in the pre-employment process and for the department's staff members.
- Develops systems and processes for district leadership to have regular access to and analysis of critical data and information with regards to the effectiveness of various employee engagement activities.
- Monitors school and District Office employees’ satisfaction with the department's employee engagement activities and develops and executes improvement plans to increase satisfaction.
- Leads the design and implementation of training and support plans for staff assigned to the department.
- Collaborates with the Recruitment & Selection department to ensure that individuals experience a positive and consistent transition from their status as candidate to their status as new hire.
- Strategically advises the Director - Employee Engagement on trends from across employee categories, schools, and District Office departments in employee engagement needs and priorities.
- Quickly builds trust, credibility, and goodwill with a wide range of diverse employees.
- Coaches team members with balance of empathy with a healthy impatience to see progress.
- Prepares statistical and narrative reports surfacing key policy questions based on underlying data and/or graphs, as appropriate; presents research results and policy recommendations.
- Keeps abreast of changes in City Schools’ policies, procedures, negotiated agreements, school/student achievement and business function data, performance data and core human capital areas as they relate to delivering quality human capital services to all customers and increasing workforce effectiveness.
- Prepares and distributes communications concerning policies and procedures to ensure staff is well informed and knowledgeable about human capital matters.
- Recommends new approaches, policies, and procedures to effect continual improvements in efficiency of department and services performed.
- Performs and promotes all activities in compliance with equal employment and nondiscrimination policies; follows federal laws, state laws, school board policies and the professional standards.

**Maximum Salary** 103009.00  
**Minimum Salary** 91563.00
Desired Qualifications

Minimum Qualifications

- Bachelor’s degree in human resources, education, business administration, organizational leadership, or a closely related field from an accredited college or university.
  - Candidates with a Bachelor’s degree in a field not closely related to one of the four named fields may substitute one additional year of experience (outlined below) in place of study in a field closely related to one of the four named fields.
- At least four years of experience required in multiple human capital functional areas including but not limited to recruiting, staffing, onboarding, employee benefits, certification, compensation, evaluation, talent development, retention, employee/labor relations, and human capital data and systems.
- At least two years of experience managing people as a direct supervisor, which may be counted toward the four-year requirement above. Candidates without experience managing people as a direct supervisor may substitute four additional years of experience in multiple human capital functional areas if this experience includes significant project management responsibility.

Additional Skills and Experiences We See

- Enthusiasm for regular - indeed relatively constant - customer service interaction with a large number of diverse employee “customers.”
- Advanced skills in the use of Windows environment and applications including Microsoft Word, Excel, PowerPoint, and Outlook.
- Experience in using Human Resource Information Systems (HRIS) such as Taleo, Oracle, or PeopleSoft.
- Knowledge of principles and processes for providing customer and personal service to include customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Familiarity with local, state, and federal laws, policies, regulations, and guidelines related to employment, human capital/human resources, and talent management.
- Ability to objectively analyze data and make recommendations on a variety of administrative issues.
- Ability to remain flexible in a creative and challenging work environment.
- Excellent oral, written and presentation skills.
- Excellent interpersonal and organizational skills with demonstrated ability to identify, prioritize, organize tasks in order to efficiently and effectively accomplish assigned and self-generated tasks.
- Demonstrated ability to work collaboratively with teams and independently.

**Full time or Part time** Full time
Additional Details

Qualified candidates for the above position must submit the following:

- Completed online application
- Resume that clearly demonstrates the above minimum qualifications. It is important that you include all experiences and education related to the position to which you are applying.
- Upload copies of all transcripts - undergraduate, graduate and all MSDE Certifications
- Must provide three (3) professional references to include: name, title, business address, e-mail address and phone number
- All documentation/certification necessary (scanned copies accepted) to substantiate minimum qualifications; must be uploaded into application
- All documentation must be scanned and uploaded to application

Benefits -- This position is eligible for benefits. To review the available options please see the information relevant to the union for this position by viewing the following link: [http://www.baltimorecityschools.org](http://www.baltimorecityschools.org)

Baltimore City Public Schools does not discriminate on the basis of race, color, ancestry or national origin, religion, sex, sexual orientation, gender identity, gender expression, marital status, disability, veteran status, genetic information, or age in its employment, programs and activities and provides equal access to the Boy Scouts of America and other designated youth groups. For inquiries regarding the nondiscrimination policies, please contact Equal Opportunity Manager, Title IX Coordinator Equal Employment Opportunity and Title IX Compliance Office 200 E. North Avenue, Room 208 Baltimore, MD 21202; 410-396-8542 (phone); 410-396-2955 (fax).

District and Department Information

Every day, students walk through the doors of Baltimore’s schools filled with talent, dreams, and enormous potential.

Our responsibility is to provide the world-class education that will empower them to hone their gifts and develop the skills they need to pursue the future that calls them.

BALTIMORE CITY PUBLIC SCHOOLS' [Blueprint for Student Success](http://www.baltimorecityschools.org) lays out how we will move toward our goal of building a generation of young people with the skills, knowledge, and understanding to succeed in college, careers, and community - not just here in Baltimore, but in any city in the world.

Beginning in the 2017-18 school year, we pursued a comprehensive approach designed to ensure that all students have access to high-performing schools that meet their needs and interests, no matter where they live in the city. We will turn a deep focus to work in three key areas:
Student wholeness
Literacy
Staff leadership

These areas are intertwined: If students are motivated and excited about learning, have the foundational skills to think critically, analyze deeply, and express themselves powerfully, and have adults around them who encourage them to persist and excel, they will be positioned to move steadily toward high school graduation and postsecondary success.

To support the Blueprint, the Human Capital Office holds two aspirational goals as our guide:

1. People managers have talented staff members hired and present in all positions every day.
2. Employees receive all support needed to stay engaged in hard, life-changing work.

As outlined in detail in the Human Capital Office’s multi-year strategic plan, here’s what this requires of us:

• We must find people with big potential to serve our kids, keep more of our great teachers, and dramatically lower job vacancy rates in schools and the District Office.
• We must build leadership capacity and raise staff engagement through personalized, proactive service.
• We must listen and evolve to make this Office work for all City Schools team members.

**Human Capital Office Core Values**

• Service: No employee can serve our students without effective support from our team. We take ownership of our work and its impact on our students’ success. We go the extra mile to ensure all our employees have what they need to do their best work, stay engaged, and thrive.
• Purpose: We are driven by the impact we know is possible: student success. We are committed because we are City Schools graduates, City residents, parents of City Schools students, and passionate about public education. We plan purposefully and focus, knowing our employees and students need us to perform with excellence.
• Problem-Solving: We offer knowledge, innovation, and persistence as we support our City Schools colleagues. We look for creative, context-specific ways to address the diverse, often complex challenges facing our employees individually and our principals and other supervisors in their roles leading people and teams.
• Inclusivity: We approach each other and those we serve with compassion, openness, and generosity of spirit. We recognize and value every team member
as a person and colleague, and we acknowledge and appreciate every team member’s contributions. We invite our team members into our work as we join in theirs.

- Team: We are one. We are most effective when we leverage the perspectives, talents, and contributions of others. We reach across invisible lines and collaborate throughout the district - with teachers, school leaders, support staff, and District Office employees - to achieve our collective goals.