



## Manager, HR & Training

The Manager of HR and Training provides HR and training support to the smashburger Corporate Office and the Field Team. He/she is a primary player in developing smashburger brand culture. He/she is responsible for working with the Regional Operations and Corporate Office teams to develop the management strength of the Region team, ensuring that pro-active recruiting and staffing goals are set and achieved, and ensuring that employee issues are resolved promptly and professionally. He/she will be the HR expert and contact for all corporate restaurants. He/she is also responsible for writing and developing training materials as well as training delivery.

### Primary Duties

- **Brand Culture.** The Manager of HR & Training will be a driving force in setting and advancing our brand culture throughout our restaurants. He/she will assist in the hiring process to select our brand ambassadors and develop and deliver programs to advance smashculture.
- **Management Recruiting & Staffing.** This person works closely with the Regional management staff to anticipate management openings (whether through turnover or expansion) and to implement strategies for ensuring that strong, well-trained new hires are put in place at the right time. This is through both internal development and external recruitment, and in some cases this person does direct recruitment and in other cases he/she directs and supports the efforts of District Managers and other regional staff. Maintaining a close watch on all recruiting and staffing activity are critical in this position due to the rate at which all markets are growing.
- **Training & Development.** This position is responsible for supporting the overall HR department objectives for training and development of the corporate restaurant teams. This includes effective delivery of sensitive management training (e.g., Harassment education, recruiting and interviewing training, education on handling performance issues, etc.) and it also includes oversight and training in broad performance development subjects such as the Performance Appraisal process. The training function also includes operational training and development such as roll out guides and the operations manuals and job aids.
- **Employee Relations.** Conduct investigations of employee complaints. Consult on performance appraisals and performance management issues. Work with field management to develop and implement employee action plans to address specific issues, serve as an “employee advocate” through the use of the Open Door Policy so that issues are surfaced and resolved, pro-actively address workplace issues such as harassment, discrimination and performance management through training, one-on-one counseling, and modeling behaviors. Ensure appropriate responses and representation of smashburger during regulatory (e.g. EEOC and State Department of Labor) inquiries or complaints.
- **HR Administration.** Conduct audits of personnel files, management files and other records to ensure compliance with all Federal and State laws, and compliance with privacy and retention guidelines. Follow up as necessary with non-compliance findings and other issues which may include incomplete files, SSN audits, termination paperwork, etc. Educate field management staff on correct file maintenance, privacy, security and the legal ramifications to non-compliance.
- **Hourly Recruiting & Staffing.** Implement recruiting strategies to effectively staff the market at all levels. Educate field management on sourcing, recruiting and selecting employees. Understand which recruiting resources to use in different situations. Have a solid grasp of the budget implications of all recruiting activities. Understand legal implications of recruiting from maintaining applicant flow logs to managing EEO data.
- **HR Project Support.** Support general managers and area managers in all aspects of human resources administration.



## Desired Experience

- BA/BS in Human Resources, Business, Organizational Development or related field.
- Experience working with field management
- Experience in building and maintaining positive working relationships with all levels of team members.
- Experience managing HR functions including staffing, employee relations, and regulatory compliance.
- Experience in working with groups and individuals on change management.
- Training delivery and development experience.

## Desired Skills

- **Communication and Interpersonal Skills.**
  - Strong written communications—ability to succinctly summarize issues and recommendations via email and memo.
  - One-on-one communications. This person needs to be an exceptionally good listener to individuals at various levels. This includes interviewing, resolving issues, and understanding business issues or problems.
- **Conflict Management.**
  - This individual must demonstrate objectivity and professional maturity in resolving issues.
  - The ability to ask the right questions and gauge response, “read” people and use conceptual thinking are critical.
  - This individual must be prepared to make tough recommendations, assist management in following through on them and conduct follow-up.
  - Using discretion and maintaining confidentiality are paramount for success in this position.
- **Business Knowledge.**
  - Understanding of field compensation plans, bonus structures, and compensation strategy.
  - A basic understanding of the overall impact of day to day operations.
  - Understanding of how overall performance is impacted by labor costs, sales, inventory, and other financial indicators.
  - The incumbent is expected to keep up on industry news and events, and their impact on smashburger.
- **Additional Desired Skills.**
  - Ability to work independently.
  - Ability to plan for future market needs from an HR/Training perspective.
  - Ability to manage change.
  - Ability to effectively and continuously deal with ambiguous situations.
  - Because this position works with highly sensitive information, the incumbent must be absolutely trustworthy, discrete, and able to appropriately maintain confidentiality as well as model these behaviors to his/her clients.