



## MANAGER OF PEOPLE OPERATIONS

### OVERVIEW:

Council for Relationships (CFR) is a nonprofit organization with the mission of helping people from all walks of life improve their important relationships by providing exemplary therapy, educating, and training clinicians in the family systems approach, and advancing the behavioral health field through research.

Council for Relationships is seeking a Manager of People Operations. Reporting to the Chief Financial Officer, this full-time position will play a key role supporting the lifecycle of an employee. This role will drive initiatives to improve work processes, standardize operations, and ensure a best-in-class employee experience.

### RESPONSIBILITIES:

- Ensure employee lifecycle processes are designed and implemented to create a positive employee experience (new hire recruiting, processing, on-boarding and integration, employee relations, exit interviews, and maintenance of employee records)
- Identify and develop opportunities to improve the employee experience through improved processes, use of technology, and clearly defined roles and expectations (including implementation of HRIS and other technologies)
- Provide guidance on the application of key People-related policies and practices, including benefits options and administration
- Communicate with employees in a timely manner on key organizational issues, as well as meetings and personal/professional development opportunities
- Provide support of organization-wide knowledge management system

### REQUIRED SKILLS, EDUCATION & EXPERIENCE:

- 3+ years of relevant experience in the HR field and a BS/BA degree, preferably with an emphasis in HR or Business
- Experience in an HR operations role and applying service management principles that provide an elevated employee experience
- Experience working with HRIS systems and software applications
- Proven ability to manage multiple projects simultaneously
- Working knowledge and understanding of HR regulation/employment law, principles, policies, and procedures
- Demonstrated understanding of diversity, equity and inclusion principles
- Comfortable managing up and across the organization, with strong credibility and the ability to influence leaders and teams - excellent collaboration skills
- Action oriented and proactive in seeking solutions to problems
- Analytical skills with the ability to resolve a wide variety of complex issues or problems
- Excellent organizational and oral/written communication skills



**LOCATION:**

Corporate Office – Philadelphia, PA  
Hybrid work model

**COMPENSATION:**

\$55,000 - \$65,000 per year (depending on experience) plus medical, dental, and long-term disability coverage.

**To apply, please email your CV and Cover Letter to Howard Cohen, Chief Financial Officer:**

[hcohen@councilforrelationships.org](mailto:hcohen@councilforrelationships.org)

**Disclaimer:** This job description is intended to describe the general nature and level of the work being performed by the person assigned to this position. It is not intended to include every job duty and responsibility specific to the position. Council for Relationships reserves the right to amend and change responsibilities to meet business and organizational needs as necessary. Council for Relationships is an equal opportunity employer. We are committed to a diverse and inclusive workplace. Candidates of color, LGBTQ+ communities, veterans, and people with disabilities are encouraged to apply.