

SCHOOL DISTRICT OF SARASOTA COUNTY

JOB DESCRIPTION

EMPLOYEE EXPERIENCE SPECIALIST

SALARY SCHEDULE: SSP14X

COST CENTER: HUMAN RESOURCES (9023)

QUALIFICATIONS:

- Bachelor's degree in Human Resources, Business Administration, Psychology or related field; additional certification or coursework in employee experience or development preferred.
- Certification in Human Resources (PHR, SPHR, SHRM-CP, SHRM-SCP) or relevant learning and development certification preferred.
- Successful experience in event planning, employee engagement, or similar role. Minimum of 1 year of prior experience, or equivalent combination of education and experience.
- Strong organizational skills and attention to detail.
- Excellent communication skills, both oral and written.
- Ability to work collaboratively with cross-functional teams.
- Excellent organizational and project management skills.
- Ability to manage multiple tasks and prioritize effectively.
- Proficiency in Microsoft Office Suite and other relevant software.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to build relationships at all levels of the organization.
- Ability to maintain confidentiality.
- Strong problem-solving skills and ability to think strategically while addressing day-to-day needs.
- Ability to provide consultation and advice to employees regarding career development and training.
- Ability to analyze and interpret data and drive decisions and program improvements.
- Understanding of employee engagement and learning and development principles.
- Proactive, problem-solving attitude and the ability to work both independently and as part of a team.
- Strong interest in fostering a positive and inclusive workplace culture.

REPORTS TO:

HR Operations & Employee Experience Manager

JOB OBJECTIVE:

The Employee Experience Specialist is responsible for developing and implementing programs, training, events, and initiatives that enhance the overall workplace culture, improve employee satisfaction, and support the organization's goals to enhance the employee experience.

SUPERVISES:

N/A

PERFORMANCE RESPONSIBILITIES:

- Develop and implement events and initiatives that improve the overall employee experience, ensuring a positive workplace culture.
- Launch and manage employee engagement surveys, feedback loops, and recognition programs.
- Assess satisfaction from various feedback loops, report on results, refine strategies, and address any concerns.

EMPLOYEE EXPERIENCE & DEVELOPMENT MANAGER (Continued)

- Collaborate to address engagement challenges and improve retention rates.
- Assist in the development and refinement of the onboarding process to ensure a seamless and welcoming experience for new hires. Ensure that employees are set up for success from day one and feel integrated into the company culture.
- Handle employee concerns and complaints in a sensitive and confidential manner.
- Assist in the development and refinement of organizational excellence initiatives and practices to provide strong organizational culture in alignment with best practices.
- Support organizational changes, ensuring that employee experience remains a focus during transitions.
- Create and deliver effective communication through various platforms within the organization that promotes organizational culture and values.
- Stay informed of the latest trends and best practices in employee experience management and employee development.
- Support development of innovative approaches to learning and engagement, including flexible delivery models to meet diverse employee needs
- Identify operational/non-instructional training needs in collaboration with departments and develop responsive, relevant learning solutions.
- Design, coordinate, and deliver training programs for employees, including new hire training and ongoing development opportunities.
- Monitor employee engagement and training data to identify trends, inform decision-making, and drive continuous improvement.
- Evaluate training effectiveness through participant feedback and performance indicators; refine programs as needed.

PHYSICAL REQUIREMENTS:

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan.
Length of the work year and hours of employment shall be those established by the District.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Job Description Supplement No. 11