



OPERATION GRATITUDE
Human Resources Manager
Los Angeles, CA

OUR MISSION

To forge strong bonds between Americans and their Military and First Responder heroes through volunteer service projects, acts of gratitude and meaningful engagements in communities nationwide.

WHO WE ARE

In March of 2003, Operation Gratitude sent its first four care packages to deployed service members in Iraq. Since its inception, the organization has given millions of Americans the opportunity to go a step beyond saying “thank you for your service” through hands-on volunteerism, lifting the spirits of more than 3.2 million deployed troops, recruit graduates, veterans, military families, first responders and healthcare heroes. Volunteers are the heart and soul of the organization. Through donation drives, letter-writing campaigns, craft projects, service projects, and other activities, the grassroots nonprofit is creating opportunities for citizens, in and out of uniform, to serve together, make meaningful connections, and better understand one another. In doing so, Operation Gratitude is strengthening communities across the country by building bridges between civilians, military, veterans, first responders and their families. For more information visit OperationGratitude.com, or follow us on Twitter at @OpGratitude.

THE OPPORTUNITY

Reporting directly to the VP of Administration/HR, the HR Manager will plan, direct, or coordinate human resources activities and recruitment. He/she will work with the VP of Administration to enhance offerings to build an unstoppable team. Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

RESPONSIBILITIES AND DUTIES

- Analyzes wage and salary reports and data to determine competitive compensation plans
- Writes directives advising department managers of Company policy regarding equal employment opportunities, compensation, and employee benefits
- Develops and maintains a human resources system that meets top management information needs
- Oversees the analysis, maintenance, and communication of records required by law or local governing bodies, or other departments in the organization
- Identifies legal requirements and government reporting regulations affecting human resources functions and ensures policies, procedures, and reporting are in compliance. Studies legislation, arbitration decisions, and collective bargaining contracts to assess industry trends
- Writes and delivers presentations regarding human resources policies and practices to VP of Administration, Executive Team, who will then deliver to the respective Board Committee,



- Organizes recruiting, interviews, tests, and selection of employees to fill vacant positions
- Works with VP of Administration to plan and conduct new employee orientation to fully immerse employees into organization ethos, ways of working, policies and procedures Advises management in appropriate resolution of employee relations issues
- Responds to inquiries regarding policies, procedures, and programs
- Administers performance review program to ensure effectiveness, compliance, and equity within organization
- Conducts wage surveys within labor market to determine competitive wage rate
- Prepares employee separation notices and related documentation, and conducts exit interviews to determine reasons behind separations
- Contracts with outside suppliers to provide employee services, such as temporary employees, search firms, or relocation services

QUALIFICATIONS

- Knowledge of business and management principles involved in resource allocation, human resources modeling, leadership technique, and coordination of people and resources
- Excellent written and verbal communication skills
- Highly organized and self-starting with the ability to handle multiple projects and priorities with an appreciation for detail
- Strong interpersonal skills, including an ability to maintain positive professional relationships with a diverse range of people both in person and by writing/phone
- Strong administrative, organizational and time management skills; ability to establish and manage priorities and meet deadlines
- Must be flexible and able to work some nights and weekends

DESIRED QUALIFICATIONS

- Bachelor's Degree
- HR Certifications (PHR, PHRca, SHRM-CP)
- Military community support experience or prior military affiliation/ service preferred; or a demonstrated understanding and appreciation of the special lifestyle and needs of military service members and their families
- Prior non-profit experience
- Familiarity with Salesforce, Microsoft Office Suite and Google Workspace

Operation Gratitude is an equal opportunity employer. For more information about Operation Gratitude, please visit www.operationgratitude.com

PROFESSIONAL LEVEL: Exempt/Managerial

