At *ReSource Pro*, we’re dedicated to providing clients tech-fueled solutions to drive profitable growth and remain competitive in an evolving insurance industry.  We have the insight, know-how and infrastructure to transform our clients’ operations to keep them ready for what the future brings.

The ***Employee Relations Specialist*** will provide the next level of support to our growing workforce. This role will perform functions associated with policy administration, employee relations, performance management, and disciplinary or corrective actions for onshore employees. We’re looking for someone who is committed to researching and implementing best practices to promote high performance and engagement across the organization. Strong communication and relationship-building skills are a must, as this position will serve as a resource and trusted advisor for managers and employees.

We hire the best, because our service is only as good as the people delivering it. We’re committed to hiring individuals who engage in our amazing culture and embrace our core Values: Commitment to Community, Teamwork, Passion for Excellence, Service Centric, and Best Self.

**What you’ll do:**

* Develop and implement personnel policies and procedures
* Prepare and maintain the ReSource Pro employee handbook and the manager’s guide to best practices
* Support internal and external partners to facilitate annual compliance training
* Collaborate with Talent Development to effectively utilize the Learning Management System for training documentation and compliance reporting
* Support employees and managers in implementing and executing the ReSource Pro Performance Management model
* Research, plan, and guide best practices to create high performance and engagement
* Serve as an expert in employee relations issues and guide managers on executing employee disciplinary actions
* Manage and track employee disciplinary actions and identify recurring issues
* Maintain ReSource Pro’s onshore organizational charts
* Assist with recruitment activities, as needed, to support the Talent Acquisition team in providing a positive candidate experience

**What you need to have:**

* A Bachelor’s degree in Human Resources, Business Management or Administration, Communication or other related field of study
* Professional certification (i.e., SHRM-CP, PHR, or other equivalent human resource certification)
* 5+ years human resources experience with an emphasis on employee relations, performance management and information management
* Tremendous communication skills (oral, written & presentation)
* Ability to build relationships with staff, establish rapport and serve as a trusted advisor to employees and managers
* Experience facilitating positive employee – manager relations leading performance management communications
* Experience navigating and reporting data from various Learning Management Systems and Human Resources Information Systems
* Excellent project & vendor management skills
* Teamwork and collaboration is an absolute must!

**Bonus Points if you:**

* Have a certification in mediation or conflict resolution

**What we’ll provide:**

* 100% paid Employee Healthcare on day 1
* Generous PTO plan with paid holidays
* 401k with employer contribution match
* Opportunities for growth and development for an evolving future in Employee Relations
* Leadership that empowers and encourages your growth organizationally
* Support collaboration, teamwork, and creative solutions to enhance employee performance and engagement
* Opportunities to work with and access to Senior Leaders
* Amazing work culture in a hip downtown office
* Relaxed business casual apparel

If this is you, we’re excited to learn more about you.  APPLY NOW!