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**JOB DESCRIPTION: PEOPLE AND CULTURE ADMINISTRATOR**


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<b>DEPARTMENT:</b>	Customer Experience	<b>REPORTS TO:</b>	Chief Customer Officer
<b>JOB CLASS:</b>	Administrator	<b>PAY GRADE:</b>	20
<b>EXEMPT STATUS:</b>	Exempt	<b>DATE:</b>	08/09/2017

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***Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.***

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**POSITION GENERAL SUMMARY:**

The People and Culture Administrator establishes and implements strategies for developing, nurturing, and expanding a positive culture in accordance with the mission, vision, core values, and commitment of the organization. The People and Culture Administrator supports and works in collaboration with the President/CEO and Team Leadership to actively facilitate the process of growing internal cohesion and shared organizational culture. The People and Culture Administrator provides leadership, guidance, and recommendations to promote employee happiness and engagement.

**ESSENTIAL POSITION FUNCTIONS:**

- Develop, maintain, and enhance organizational culture by creating and implementing strategies which align with core values
- Promote organizational success by focusing on communication and fostering an environment that engages people
- Design and lead initiatives to maximize the engagement of employees
- Support teams with focus on creating common tools, methods, techniques, and systems that have significant impact on organizational culture by utilizing and creating surveys, cultivating traditions, awards or special recognitions, and implementing best practices on listening and communicating
- Design and develop a measure system to monitor the acceptance and movement of culture throughout the organization using surveys and other data trends and analysis
- Support management to free the full human potential of people through brainstorming and discussing ideas with various groups; creating non-monetary incentives; and organizing community, regional and VLC events
- Monitor organizational culture evolution on a regular basis through data collection, surveys, trend analysis, and listening sessions
- Design and deliver strategies to create a culture of trust, collaboration, and ownership
- Act as the ambassador for the organizational culture and values ensuring they are upheld and embedded
- Ensure all employees are welcomed and provided with a safe and inclusive working environment
- Lead the delivery of the engagement and culture survey including presenting and monitoring results and responding to employee concerns
- Boost morale and set the tone for a work environment by communicating/sharing happenings across the organization, planning events, leading by example, and being visible at all FLVS events
- Act as a champion of all that is good in the organization (philanthropy efforts, a commitment to high ethical standards, community outreach, etc.).

- Determine goals (in conjunction with the executive team) and monitor corporate social performance
- Act as a liaison between people and Team Leadership
- Act as a trusted adviser and HR partner to upper management by designing and delivering solutions to address business and people related matters
- Act as confidential support and adviser to all employees
- Identify risk, themes and opportunities for improvement and make recommendations for innovative solutions
- Set the tone for organizational-wide communication
- Oversee employee communication and support Managers to maximize engagement through timely, honest and authentic communication aligned to FLVS culture and values
- Support FLVS through organizational change using effective project management skills, communication, engagement and leadership skills
- Communicate regularly to the Executive Management Team and the Board on progress toward Culture and People Strategy
- Create and facilitate training practices for employees including induction, customer experience, team building, and effective communication skills
- Work with talent management to create a leadership development framework to maximize leadership capability across the organization and embed a coaching culture
- Establish an emotional connection for people, executives, and the organization as a whole
- Plan and carry out organizational-wide events for people
- Meet professional obligations through efficient work habits such as meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

*(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)*

#### **MINIMUM REQUIREMENTS:**

##### ***Education/Licensure/Certification:***

- Bachelor's Degree; or equivalent combination of education and relevant experience

##### ***Experience:***

- Five years' experience in project management/coordination; professional development/training; and/or technical experience, preferably at FLVS or in a school environment

##### ***Knowledge, abilities, and skills:***

- Ability to make sound decisions and recommendations within established guidelines
- Ability to build and maintain positive relationships internally and externally
- Ability to establish, review, analyze, and continuously improve processes
- Effective verbal and written communication
- Ability to organize, prioritize, and meet aggressive deadlines
- Ability to research information, analyze data, and make recommendations, plans of action, and formulate alternative resolution and system improvements
- Must possess strong knowledge of computer operations and office software

- Must possess strong operational and troubleshooting skills for software resources
- Ability to work with and through people to establish goals, objectives, and action plans

#### **CORE COMPETENCIES FOR SUCCESS:**

<p><b>COMMUNICATION SKILLS</b></p> <p><i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i></p>	<p><b>CUSTOMER FOCUS</b></p> <p><i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>
<p><b>INTERPERSONAL SKILLS</b></p> <p><i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i></p>	<p><b>FUNCTIONAL /TECHNICAL EXPERTISE</b></p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i></p>

#### **INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:**

<p><b>PEER RELATIONSHIPS</b></p> <p><i>Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal “noise”; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers</i></p>	<p><b>CREATIVITY</b></p> <p><i>Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially “fail fast”</i></p>
<p><b>SELF KNOWLEDGE</b></p> <p><i>Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn’t defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions</i></p>	<p><b>PLANNING</b></p> <p><i>Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results</i></p>
<p><b>ORGANIZING</b></p> <p><i>Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner</i></p>	<p><b>PROBLEM SOLVING</b></p> <p><i>Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn’t stop at the first answers</i></p>
<p><b>DRIVE FOR RESULTS</b></p>	

<i>Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals</i>	
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**PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:**

- Location: Orlando VLC
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

*(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)*

*FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.*