



To reach the pinnacle in our field, we must provide superior service to our clients, and this means employing the best people. As a member of the Zumbro House team, you are critical to our success. Through your dedication and performance, we can reach our goal of being the premier provider of services for individuals with developmental disabilities, mental illness and high supervision needs.

Zumbro House, Inc. strives to create an exciting, challenging and rewarding work environment that allows you to flourish. We want you to build a long and successful association with Zumbro House, Inc. and be a happy and productive member of our team. Through your dedication, creativity, perseverance and efforts, our company will continue to grow and excel, and the clients we serve will continue to live happy, productive lives in the community. Although we certainly value previous experience in the field, we prefer to hire bright and caring individuals who are motivated to help others lead successful lives in the community.

**Job Title:** Recruitment and Training Onboarding Manager

**FLSA Classification:** Non-exempt

**Reports To:** Director of Human Resources

**Last Updated:** 12/22/2020

### **Job Overview**

The Recruitment and Training Manager is a team leader who helps set the tone of the orientation and recruitment departments. This position also supports the department by picking up various projects as needed. The four key areas of this role are: Recruitment, Training, Retention, and Projects. The Onboarding Manager helps develop a culture of caring, support, kindness, and building a positive image of the company to encourage quality applicants and long-term employee satisfaction.

### **Essential Duties and Responsibilities:**

- Support department in maintaining compliance in all areas.
- Manage and update Annual Training.
- Build monthly training programs for Leads, Charges, and DSP's.
- Research platforms to run training programs.
- Work with Trainer to update orientation ensuring it meets compliance issues.
- Work with Trainer to create engaging, relevant training programs.
- Advocate for employees positive relationship with company.

### **Retention**

- Build a long term retention program to help keep quality staff.
- Run reports identifying areas of concern for employee retention.
- Identify the needs of current employees and create programs to support them.
- Become one of the top Twin Cities employers in our size grouping.
- Celebrate employee of the month/spotlight employee/anniversaries
- Survey current employee's needs in order to support them more effectively



**Recruiting**

- Develop a recruiting strategy with Recruiter.
- Assist in maintaining adequate staffing levels and monitor needs of individual sites.
- Connect with outside agencies and build relationships with colleges/school programs/community partners.
- Develop a system of locating and keeping a quality level of DSP's, Administrators.

**Training**

- Train the Trainer, Recruiter, Lead and Charge DSP's.
- Develop new training programs to support clients and DSP's.
- Follow up with training evaluations.
- Maintain employee compliance database.

**Projects**

- Complete all project assigned: from researching, presenting, implementation and surveying the short and long-term success of the project.

**Required Skills/Abilities**

- Specific skills: Be able to create engaging, up-to-date training programs as needed. Be able to effectively use technology to benefit the company, be able to see and understand staffing needs and react accordingly
- Characteristics: Independent thinker, self-starter, hard-worker, able to deal with stress as it comes, able to finish projects on a timely manner, likes to have fun, kind, patient and understanding.
- Exceptional client service skills/interpersonal skills with all staff/employees.
- Must have the ability to clearly communicate with clients in English both verbal and written.
- Must have a valid driver's license, a good driving record and a safe operating vehicle, and must be willing to transport people receiving services in personal vehicle if company vehicle is not available.
- Must be willing to submit to a DHS Background Study.
- Submit to a Tuberculosis screening (TB Gold)

**Education and Experience**

- Degree in Human Resources, Social Work, or Education.
- Experience: 1-2 years managerial experience, HR experience, training/recruiting experience

*Because of the broad nature of this position, this job description is not intended to be inclusive of all job requirements and responsibilities. The Recruitment and Training Onboarding Manager is expected to perform other job related duties as assigned.*

I understand that my employment is probationary for 90 days following the date of hire.

***I understand and agree to perform all tasks documented in this job description.***

\_\_\_\_\_  
Employee Name (please print clearly)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature

12/23/2020