



## Talent Manager

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### COMPANY DESCRIPTION

Gravy is the leading customer retention and failed payment recovery service for businesses with recurring payments. We believe in the human touch as a way to make better customer experiences happen. We're on a mission to create an affordable, more efficient way for businesses to engage and manage failed payments AND bring the human element back to the cold world of automated, digital communication.

### ROLE DESCRIPTION

Gravy is looking for a proven talent acquisition leader with a track record of successfully sourcing high-performing talent, but also has experience in talent management and development. The right candidate will be the force behind developing and maintaining a healthy pipeline of experienced candidates for our growing team and running a talent/HR system to drive employee satisfaction. This position requires a self-starter who can work with limited direct supervision, is entrepreneurial in spirit, and has strong leadership skills that align to help the company achieve quarterly and annual talent objectives. This role will be a strategic driving force behind reaching \$50M by the end of 2022 which will result in the return of \$1B back to businesses. This is a full-time, exempt, benefited position on Gravy's management team and reports directly to the Chief of Staff.

### KEY METRIC

This role will be evaluated based on hitting agreed upon metrics like:

- Cost per hire
- Time-to-fill
- Employee Satisfaction

### Specific responsibilities will include:

Talent Acquisition:

- Craft talent acquisition strategies to build strong pipelines for future hiring needs
- Collaborate with managers to identify future hiring needs and build job descriptions
- Perform benchmark research on compensation and benefits
- Manage the hiring process

New Employee Onboarding

- Acting as a consultant to new employees
- Develop training and onboarding material
- Act as a consultant to new hires and help them onboard
- Organizing orientation programs (first day, first week, first month and first quarter)
- Introduce new hires to current employees



- Creating and updating our employee handbook

#### Team Development

- Participate in our company's strategy regarding employee development and engagement
- Discuss career-pathing options with high-potential employees and their team leaders
- Coach employees and act as their consultant regarding learning and development activities
- Coordinate employee training and development initiatives
- Discuss employees' career development paths with managers

#### Admin

- Review and update our employment contracts and agreements
- Track key HR metrics like cost per hire, revenue per employee and retention rates
- Measure the effectiveness of our benefits programs and recommend improvements
- Assess training needs and coordinate learning and development initiatives for all employees
- Monitor HR department's budget
- Manage employees' grievances

#### **REQUIREMENTS**

- 3-5 years of professional experience in HR/Talent management
- Develops trust and models open, candid, respectful communication and collaborative teamwork
- Demonstrates a high degree of self-awareness and commitment to personal development
- Self-starter with good time management and organizational skills
- A team-player with a willingness to win together
- Quick learner and tech savvy
- Experience with Application Management System, HR platform, Microsoft Office & Google applications
- Thrives in a fast-paced, high growth, rapidly changing environment
- Strong team player in a very agile work environment

We are seeking high-energy individuals who are motivated by challenges, thrive in a fast-paced environment, and have a desire to make a positive impact in businesses. Compensation will be competitive for the ideal candidate. The position is for an immediate start in metro Atlanta.

#### **BENEFITS**

- Have a direct impact on a brand experiencing explosive growth
- Gain exposure to areas of the business beyond your functional area as everyone on our team wears many different hats
- Be a part of a talented team driven by a mission to help small businesses win
- Enjoy competitive employee benefits including health, dental, vision, and life

Gravy is an Equal Opportunity Employer.