



CAQH Position Description

Position: HR Manager - Training & Development

Reports To: VP, Human Resources

Department: Human Resources

Date: June 2022

Position Summary:

The Human Resources Manager, Training and Development is responsible for the day-to-day administration of Human Resources. He/She executes people-related initiatives that support and develop a collaborative, high performance culture. He/She manages activities related to all areas of HR with a focus on training and development, employee engagement, and performance management. The Human Resources Manager is responsible for performing HR-related duties on a professional level and reports to the Vice President, Human Resources. This is a full-time, exempt position.

Specific Responsibilities:

Training and Development

- Conducts annual training and development needs assessment and leads ongoing training initiatives for CAQH staff.
- Researches the latest developments in management, leadership, and organizational development areas to train and coach managers, supervisors and others involved in employee development efforts.
- Communicates training and development events, resources and opportunities across the organization to ensure employee awareness.
- Conducts follow-up studies of all completed training to evaluate and measure results and modifies programs as needed.

Employee Engagement

- Lead the annual planning and execution of a comprehensive employee engagement survey.
- Analyze and act on results and develop appropriate communications and action plans driven by survey findings.
- Reports on year over year results to track improvement metrics. Leverages analytics to generate insight and identify areas of opportunity.
- Builds relationships across the organization, providing insightful feedback on opportunities to improve engagement on strategic priorities.
- Partners with management to identify attrition issues and trends and implement appropriate strategies and solutions to address retention challenges.
- Supports planning and execution of all staff events such as the annual staff retreat.

Performance Management

- Manages the annual Performance Management and salary planning processes.
- Serves as advisor and coach to managers/employees around career development, goal setting, providing effective feedback, and general performance issues.
- Provides proactive direction and guidance to managers/employees on performance management (coaching, career development, counseling, and/or disciplinary actions), communications and training, employee relations issues, interpretation of employment laws and company policies and procedures.
- Participates in employee investigations and ensures appropriate outcomes and follow-up/documentation occurs.
- Work with managers to develop individual development plans / career pathing; assist with development and deployment of entry-level and mid-career pipeline development programs; partner with the functional leadership to continuously evaluate, develop and upgrade the organization as identified in annual talent management process.

General

- Ensure compliance with state and federal employment laws, I-9 and Everify, and Equal Employment Opportunity/Affirmative Action Programs.
- Administer various human resource plans and procedures for all CAQH personnel; assist in the development and implementation of personnel policies and procedures; prepare and maintain employee handbook and policies and procedures manual.
- Assist in evaluation of reports, decisions, and results of department in relation to established goals. Recommend new approaches, policies and procedures to effect continual improvements in efficiency of the department and services performed.
- Works effectively as a team member with other members of management and the HR staff.
- Perform other related duties as required and assigned.

Supervisory Responsibility:

Serve as an ongoing mentor to the HR Coordinator.

Skills:

- Ability to project confidence and composure in stressful situations.
- Exemplifies the desired culture and philosophies of the organization.
- Project a high degree of confidentiality, expertise and professionalism at all times.
- Effectively communicate with both large groups and individuals using excellent written and verbal skills.
- Knowledge of laws and regulations related to human resources, including EEO and FLSA.
- Knowledge of employee relations etiquette and techniques for administering and documenting.
- Ability to interpret and compose instructions in written, oral, diagrammatic, or schedule form.
- Use of personal computer and standard office productivity software, including intermediate proficiency with MS Word and Excel software and ADP Workforce Now.
- Ability to write reports and correspondence in a clear and concise manner.
- Strong planning, organizing and project management skills.
- Ability to interact effectively at all levels and across diverse cultures.
- Ability to demonstrate flexibility, initiative, and accountability.
- Ability to be an effective team member with a positive attitude.

Experience:

- Eight to ten years of HR Generalist experience with an emphasis on employee relations and training and development.
- PHR or SHRM-CP designations preferred.

Education:

- Bachelor's degree. Human Resources or related field preferred.

WHO WE ARE

Named one of the "Best Places to Work" by Modern Healthcare for five consecutive years, CAQH has helped nearly 1,000 health plans, 1.6 million providers, government entities and vendors connect, exchange information and operate more efficiently. CAQH technology-enabled solutions and its Committee on Operating Rules for Information Exchange (CORE) bring the healthcare industry together to make sharing business information more automated, predictable and consistent. CAQH Explorations researches opportunities to reduce the burden of manual processes in healthcare administration.

WHAT YOU GET

CAQH recognizes that its most important asset is its growing team of smart, creative, collaborative, forward-thinking and passionate professionals – and that a comprehensive employee benefits package is an important factor for them in choosing where to work. CAQH offers competitive compensation along with an extensive benefits package for all full-time employees, including medical, dental and vision coverage, tuition assistance and a 401k. We offer full-time remote work to all staff from any location and maintain a physical office (with many amenities) in downtown Washington, DC.

CAQH is an equal opportunity employer. It is our policy to recruit, hire, train, and promote individuals, as well as administer any and all personnel actions, without regard to race, color, religion, sex, national origin or ancestry, age, marital status, disability, protected veteran status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, source of income, place of residence, or any other characteristic protected by law. CAQH will not tolerate any unlawful discrimination and any such conduct is strictly prohibited.

Applicants have rights under the [Family Medical Leave Act \(FMLA\)](#), [Equal Employment Opportunity \(EEO\)](#), and the [Employee Polygraph Protection Act \(EPPA\)](#). If you are interested in applying for employment with CAQH and need an accommodation to apply for a posted position, contact CAQH Human Resources at 202-517-0436.