People Operations Analyst - Systems and Administration

Position Summary:

As People Operations Analyst - Systems and Administration you will play a vital role in ensuring the smooth operation of people systems, processes, and training initiatives. This individual will be responsible for managing system changes, generating reports, conducting training administration, and maintaining the people operations SharePoint site to keep it up to date and user-friendly.

This role may be for you if you:
- Have a keen eye for detail and enjoy managing various projects simultaneously
- Are passionate about collaborating with cross-functional teams and stakeholders to drive process improvements and enhance efficiency and building relationships across the business
- Thrive on ensuring the efficient operation of people systems, processes, and training initiatives
- Have strong communication skills and are comfortable interacting with individuals at all levels within the organization
- Enjoy being part of a team dedicated to delivering an exceptional experience for both internal and external stakeholders
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Responsibilities:

1. **People Systems Management:**
   - Oversee and manage people systems, including HRIS (Human Resources Information System), ATS (Applicant Tracking System), and other related platforms
   - Coordinate system updates, enhancements, and integrations in collaboration with IT and external vendors
   - Act as the primary point of contact for resolving issues internally and escalating issues to the application vendors as required. Ensure all issues are tracked and monitored on an ongoing basis. Ensure that issues requiring escalation are escalated appropriately
   - Regularly update and publish people policies, procedures, forms, and other resources on the SharePoint site to keep employees informed and engaged
   - Monitor site analytics and user feedback to identify opportunities for improvement and enhancement
   - Assist with the annual year-end compensation planning and review process

2. **Process Improvement:**
   - Identify opportunities to streamline and optimize people processes and workflows to enhance efficiency and effectiveness
   - Collaborate with team members and stakeholders to implement process improvements and best practices

3. **Reporting and Analysis:**
   - Generate and analyze people data and metrics to produce insightful reports and presentations for the People Operations team, Business Operations Leadership Team and other key stakeholders
   - Develop and maintain standardized reporting templates and dashboards using Excel and other reporting tools

4. **Training Administration:**
   - Coordinate both company and MLB training programs and initiatives, including scheduling, registration, logistics, and participant communication

- Track training attendance, completions, and evaluations to ensure compliance and effectiveness
- Assist in the development and delivery of training materials, presentations, and resources as needed

5. **People Operations SharePoint Site Maintenance:**
   - Manage and maintain the people operations SharePoint site, ensuring content accuracy, relevance, and user-friendliness
   - Regularly update and publish people policies, procedures, forms, and other resources to keep employees informed and engaged
   - Monitor site analytics and user feedback to identify opportunities for improvement and enhancement

6. **General Administration:**
   - Track and follow up with managers on various People Operations administration items (disability leaves, fixed term contracts, letter preparation, etc.)
   - Understand and advise colleagues on company policies, procedures, and programs where applicable
   - Support colleagues on the team by assuming responsibility for projects and team initiatives.
   - Assist with other duties and projects that may be assigned from time to time.

Qualifications:

- Bachelor's degree in human resources, business administration or a related field
- 3-5 years of experience in people systems administration, process improvement, and project management
- Advanced proficiency in Microsoft Excel and PowerPoint, data analysis, reporting, and presentation design
- Strong attention to detail and organizational skills, with the ability to manage multiple projects and deadlines effectively
- Excellent communication and interpersonal skills, with the ability to collaborate cross-functionally and interact with stakeholders at all levels
- Ability to plan, lead and manage several projects from inception to implementation.
- Basic understanding of Project Management methodology
- Ability to manage confidential and sensitive information in a professional manner
- Knowledge of HRIS platforms and experience in managing or maintaining intranet sites

How to Apply: Interested candidates should submit their resume and a cover letter outlining their qualifications and interest in the position