

**Would you like to be a part of our growing recruiting team that cares about people's experience with Calabrio?
Then this is the career for you!**

The HR Representative is an entry-level position that will aid in the development of an all-star team; we need a rockstar HR Representative to partner with the team and continue to support and drive all people operations for the company. You'll be responsible for creating an exceptional experience for every candidate to employees, from interns to senior execs. If you're a whiz with calendars, can strike up a conversation with ANYONE, and know that TLC is more than just three letters in the alphabet, then this is the next career for you!

Calabrio is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The Calabrio ONE® software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named "Leader" by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

THIS IS WHAT SOME OF YOUR RESPONSIBILITIES WOULD BE

- Assist in the coordination of HR programs in support of the organization's ability to achieve business objectives and champion HR challenges facing the organization
- Recruitment Coordination – post positions, schedule candidates, screen candidates, reference checks, and coordinate recruitment brochures, update job descriptions and coordinate job fairs
- Support new hire orientation and manage on-boarding processes
- Assist in development of and coordinate various HR programs/projects: Employee Handbook, Affirmative Action Programs, HR policies/ procedures development and communication, employee surveys, Employee Recognition Programs.
- Coordinate various HR communication programs
- HR Coordinator for company portal
- Assist in employee relations and morale activities including special events and employee meetings
- Learn all HR systems – invoicing – open enrollment process and other HR related systems
- Back up support for HR systems and payroll and benefits as needed
- Assist in development of formal company internship program
- Plus, more fun!

WHAT ARE YOU BRINGING TO CALABRIO?

- Bachelor's degree required in human resources, business management, or related field
- 1+ years of HR, administrative, or similar experience preferably in the software industry

- Working knowledge of Microsoft Office systems such as Word, Excel, and PowerPoint required
- Experience with an applicant tracking system (ATS) or payroll system preferred
- Desire to work in highly-technical organization
- **Communication:** Effectively listens to others and makes clear and effective oral presentations to individuals and groups regarding work-unit or organization issues. Communicates effectively in writing; is clear, concise and easily understood
- **Flexibility:** Adapts to change in the work environment in ways that help work-unit staff keep projects “on course.”
- **Interpersonal Skills:** Considers and appropriately responds to the needs, feelings, capabilities, and interests of others
- **Planning:** Establishes policies, guidelines, plans, and priorities required to meet work-unit or organization objectives
- **Resource Utilization:** Responsibly spends financial resources in ways that result in ultimate accomplishment of work-unit or organizational objectives. Effectively and efficiently uses materials, supplies, equipment, systems or organization facilities
- **Self-Management:** Engages in the effective use of self-assessment and self-management techniques in order to proactively and continuously improve own performance. Exhibits full responsibility for one’s own work achievements and consistently maintains a high level of self-management that contributes to sustained high performance
- **Time Management:** Effectively uses the time available to complete work tasks and activities that lead to the achievement of expected work objectives (as results or outputs)

MENTAL/PHYSICAL REQUIREMENTS

- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Frequent alpha/numeric keyboarding
- Ability to view a computer for a long period of time

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

BENEFITS

We value our employees’ time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To apply to this career opportunity, please apply online at:

https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=159464&lang=en_US&source=CC2

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