TITLE: Human Resources Manager

DEPARTMENT: Human Resources

JOB LOCATION: Hudson, NH

REPORTS TO: Director of Human Resources

JOB SUMMARY:

The Human Resources Manager plays a critical role in attracting, supporting, and retaining top talent while delivering a positive, people-first employee experience. This role manages and supports full-cycle recruitment efforts in a highly competitive and specialized job market, ensuring every candidate experience is thoughtful, professional, and aligned with the company's values and growth goals.

Beyond recruitment, the Human Resources Manager serves as a trusted partner to employees throughout their journey with the company. This role supports employee well-being across the full employee lifecycle by ensuring team members understand their benefits, feel supported during life events, and receive timely, thoughtful assistance when navigating health, leave, or wellness programs. Working closely with the Director of Human Resources and external partners, this role oversees day-to-day benefits administration with a strong emphasis on service, communication, and accuracy, while also providing hands-on HR support and leading initiatives that enhance connection, trust, and engagement across Game Creek Video.

5 RESULTS THAT DEFINE SUCCESS IN THIS ROLE:

- Hiring process is successfully executed for every job opening
- Benefit programs are effectively administered, communicated, and maintained
- Employee inquiries are responded to within 24 hours
- Employee records and databases are accurate, organized, and regularly updated
- Projects are delivered on time and in alignment with defined scope

KEY RESPONSIBILITIES:

Recruitment

- Partner with the Director of Human Resources to support recruitment strategies in a competitive and specialized job market
- Manage all aspects of the hiring process, including job posting coordination, candidate sourcing, resume review, interview scheduling and facilitation, reference checks, and offer letter preparation
- Coordinate and complete new hire drug screens and criminal background checks
- Organize and conduct new hire orientation to build a strong foundation for employee success
- Track and maintain the Employee Referral Program
- Research and recommend creative approaches to build candidate pipelines and diversify hiring strategies

Benefits Administration

- Serve as a trusted resource for employees regarding benefit options, coverage, and eligibility
- Administer health, dental, vision, life, disability, 401k, ancillary benefits, workers' compensation, and wellness programs with accuracy and care
- Process benefit enrollments, changes, and terminations across HRIS and carrier platforms
- Review and approve monthly benefit invoices and partner with Finance for timely processing
- Partner with benefit carriers and brokers to resolve employee questions and issues
- Monitor claim trends and collaborate with partners to address risks, errors, or cost drivers
- Lead and support open enrollment, including employee communications, system testing, reporting, and decision support
- Provide clear, compassionate guidance to employees navigating leaves of absence (FMLA, ADA, state leave programs, and company policies)
- Track leave documentation and timelines while maintaining confidentiality and compliance
- Ensure benefit programs comply with federal and state regulations (HIPAA, ERISA, COBRA, ACA)

Employee Support & Communication

- Respond promptly to employee inquiries with professionalism and clear communication
- Deliver exceptional service through approachable, responsive, and easy-to-understand guidance
- Create and maintain employee-friendly benefit materials, tools, and resources
- Lead benefit presentations during new hire onboarding and employee meetings

Additional HR Leadership & Department Support

- Facilitate initiatives across Game Creek Video's Employee Resource Groups (ERGs)
- Support employee recognition initiatives, including HR newsletters, service awards, and milestone celebrations
- Assist with planning and organizing company events, such as truck build celebrations, holiday events, and ERG initiatives
- Maintain accurate employee records and ensure HR systems and databases are current

- Process I-9 verifications and ensure work authorization compliance
- Manage employment verifications and unemployment claims
- Coordinate offboarding and exit processes for departing employees
- Contribute to HR operations through process improvements, system enhancements, and special projects that strengthen the employee experience

JOB REQUIREMENTS:

- Commitment to building a positive workplace culture by modeling company values and supporting employee connection
- Genuine desire to help and support employees with empathy, professionalism and an energetic approach
- Exceptional attention to detail and ability to manage multiple priorities in a fast-paced environment
- Strong process orientation with an appreciation for structure, consistency, and organization; must love checklists
- Ability to explain complex benefit information clearly and concisely
- High level of integrity and discretion when handling sensitive and confidential information
- Collaborative, team-oriented mindset with strong relationship-building skills across all levels in the organization
- Excellent verbal and written communication skills
- Ability to work independently and execute daily responsibilities with minimal supervision

MINIMUM QUALIFICATIONS:

- 5+ years of HR experience, with emphasis on recruitment and benefits administration
- Working knowledge of benefits and employment regulations (ERISA, COBRA, FMLA, ACA, HIPAA)
- Experience with HRIS, benefits administration systems, Google Workspace, and MS Office
- Strong passion for people and delivering an exceptional employee experience
- Bachelor's degree in Human Resources, Business Administration, or a related field; equivalent experience welcomed
- Ability to travel approximately 5% of the time, including airline travel

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