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## Human Resources Operations Specialist

### Position Overview

The HR Operations Specialist provides comprehensive support to our growing team of consulting partners by managing all aspects of onboarding and offboarding for Evergreen and for their client partner placement sites. This role collaborates closely with Consultant Engagement Directors to serve, support, recognize, and advocate for our consulting partners through various programs and activities. Delivering accurate and timely information, and being transparent, positive, and honest; are essential skills in this role and help to build the Evergreen brand by creating trust and authentic relationships with our client partners, consultant partners, and colleagues.

The person in this role actively contributes to our culture of belonging, where everyone feels welcome and supported. In addition, this person embraces Evergreen's goal of being the "Best Place to Work" through building relationships, working collaboratively, and embodying our company's values (Care Personally, Extend Grace, Be Responsive, Take Ownership, Be Transparent, Innovate).

The role reports to the Director of Operations and work can be done either in-person in our Middleton, WI office, fully remote, or hybrid.

### Essential Functions

#### Onboarding & Offboarding

- Work across verticals to determine and implement the proper onboarding process based on the consultant partner's placement site requirements.
- Support consultant efforts to understand and obtain the proper documentation required to complete all onboarding tasks, new hire paperwork, and compliance requirements in time to meet their identified start date.
- Support efforts to complete onboarding tasks such as: processing background checks, scheduling drug screens, verifying requirements, etc., prior to uploading to vendor management systems (VMS).
- Maintain consultant partner's records by adding and updating data accurately in our CRM and ATS tools.
- Customize, send, and save offer confirmation letters, extension offers, and new project offers to consultants.
- Create and maintain consultant partner files to include offer letters, employment agreements, background checks, drug screen results and other essential onboarding requirements.
- Support ongoing compliance requirements including governmental regulatory mandates, compliance reports, and managing Independent Contractor requirements.
- Maintain accurate records of onboarding and offboarding processes and analyze data to identify trends and opportunities for improvement.
- Responsible for setting up, administering, and maintaining vendor management systems used by our clients or their Managed Service Providers (MSPs).
- Manage the offboarding process to transition our consulting partners when

### Hiring organization

Evergreen Healthcare Partners

### Job Location

6720 Frank Lloyd Wright Ave, Suite  
200, 53562, Middleton, WI, USA  
Remote work possible

another engagement is not readily available through our bench program and terminations (voluntary or involuntary) to ensure compliance requirements are met.

## **Relationship Management**

- Liaise across teams to develop and drive best practices in Evergreen's onboarding and offboarding processes, by facilitating communication across teams to align on appropriate start/end date and maintaining consultant personnel files and various databases to support data integrity.
- Build sustainable relationships and trust with colleagues, consultants, and client partners through open and interactive communication. Properly escalate risks and issues to key stakeholders to ensure issues are resolved in a timely manner.
- Recognize and celebrate consultant partner accomplishments through communication channels and the sending of recognition gifts.
- Provide customer service support to consulting partners regarding time and expense policies and company initiatives.

## **General**

- Uphold Evergreen's mission (Create authentic partnerships that improve healthcare) and values (Care Personally, Extend Grace, Be Responsive, Take Ownership, Be Transparent, Innovate).
- Cultivate meaningful relationships across Evergreen and with external partners.
- Embrace radical candor by developing relationships across Evergreen and providing direct feedback and recognition at all levels.
- Communicate in meetings, one-on-ones, and daily interactions with clarity, purpose, and respect for the individuals involved in the discussion.
- Participate in or lead cross-functional projects.
- Coordinate and support company-wide programs and special projects.
- Serve as subject matter expert for your team and role.
- Support colleagues and Evergreen's growth by participating in hiring, onboarding, ongoing training, and other duties as assigned.
- Participate in the development, documentation, and improvement of processes, procedures, and policies, in alignment with Evergreen's mission and values.
- Assist and back up other colleagues when necessary.
- Embrace change as Evergreen scales systems and processes.
- Attend Evergreen's in-person annual retreat one time per year.

## **Qualifications**

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- A minimum of two years of related Human Resources experience.
- Intermediate knowledge and experience using Microsoft 365 products: Word, Excel, PowerPoint, Teams, and Outlook, along with experience using HRIS and other relevant software applications.
- Ability to establish and maintain effective and positive working relationships with diverse groups of team members, managers, and vendors.
- Demonstrated commitment to put forth consistent effort and successfully complete assigned tasks on time without sacrificing quality.
- High attention to detail, including strong time management, analytical, organizational, and active listening skills. Process a passion for innovation and process improvement.
- Excellent interpersonal skills with the ability to manage sensitive and

confidential information with professionalism and diplomacy.

- Ability to contribute to a positive working environment.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

**Salary Range**

\$ 45,000 - \$ 65,000, depending on experience, in addition to a comprehensive benefits package.

**Work Hours + Travel Requirements**

Evergreen's core working hours are 9am – 5pm Central Time, and most of our internal meetings take place during this window. Flexible schedule available in consultation with management. If remote, travel might include annual visit to Evergreen's headquarters in Middleton, Wisconsin.

**Physical Demands**

Prolonged periods sitting at a desk and working on a computer. Must be able to lift up to 15 pounds at a time.

**Work Authorization Requirements**

Evergreen is interested in every qualified candidate who is eligible to work in the United States. However, we are currently unable to sponsor work visas. At this time, candidates must reside in the U.S. to be eligible to work at Evergreen Healthcare Partners.