

Human Resources Manager

Help Us Build the Team Behind the Mission

About the Job

Caissa K12 partners with public school districts across the country to strengthen communications, community engagement, and student recruitment.

As an established and growing organization serving school districts nationwide, we're looking for a Human Resources Manager who doesn't just fill roles, but builds a company people want to stay at. You'll work hand in hand with Caissa K12 leadership, with real authority to shape how we hire, grow, and take care of our people, from the first interview to retirement planning. If you love the challenge of leading talent strategy and want a seat at the leadership table to do it, this is the position for you. Bilingual candidates (English/Spanish) are strongly preferred.

This is a hands-on role. The Human Resources Manager should be comfortable building systems from the ground up, improving existing processes, supporting managers, and ensuring the company follows sound employment practices as it grows.

What You'll Own

Recruiting and Hiring

- Support the company's hiring needs by helping managers define roles, write job descriptions, post openings, screen candidates, and coordinate interviews.
- Build a consistent hiring process that includes job posting, interview questions, candidate evaluation, reference checks, offer letters, and onboarding steps.
- Help determine whether roles should be full-time, part-time, seasonal, contractor, or temporary based on business needs and legal requirements.
- Maintain organized records of applicants, interviews, offers, and hiring decisions.
- Help improve the candidate experience, so applicants receive clear communication and a professional impression of the company.

Onboarding and Training

- Create and manage a consistent onboarding process for all new hires.
- Ensure employees receive necessary paperwork, policies, system access, training materials, and role expectations.
- Coordinate with managers to make sure new employees are properly trained and supported during their first 30, 60, and 90 days.
- Help develop basic training programs for managers, team leads, and employees.

Employee Relations

- Serve as a professional point of contact for employee questions, concerns, and workplace issues.
- Help managers address employee performance, attendance, conduct, and communication concerns.
- Document employee relations matters carefully and consistently.
- Assist with conflict resolution and help maintain a respectful, accountable work environment.

- Escalate legal, compliance, or serious workplace matters to company leadership or outside counsel when appropriate.

Compliance and Employment Practices

- Help ensure company policies and practices comply with applicable federal, state, and local employment laws.
- Maintain employee records, personnel files, I-9 documentation, wage-and-hour records, and other HR documentation.
- Assist with classification reviews, including exempt/non-exempt status and employee versus contractor considerations.
- Support compliance with wage-and-hour rules, anti-discrimination laws, harassment prevention, leave requirements, and workplace safety expectations.
- Coordinate with outside legal, payroll, benefits, or compliance advisors when needed.

Policies and Procedures

- Develop, update, and maintain the employee handbook and HR policies.
- Create clear procedures for hiring, onboarding, timekeeping, PTO, discipline, termination, remote work, confidentiality, and workplace conduct.
- Help managers apply policies consistently across departments.
- Recommend improvements as the company grows and operational needs change.

Performance Management

- Help create a performance management process that includes clear expectations, feedback, documentation, and accountability.
- Support managers with performance improvement plans, coaching conversations, corrective action, and terminations when necessary.
- Assist in developing job scorecards, KPIs, and role expectations.
- Help create a culture where employees understand what success looks like in their role.

Payroll, Benefits, and Administration

- Coordinate with payroll providers to ensure accurate employee information, time records, compensation changes, and deductions.
- Assist with benefits administration, open enrollment, employee questions, and vendor coordination.
- Track PTO, leave requests, employment changes, and employee status changes.
- Maintain accurate HR records and reporting for leadership.

Culture and Communication

- Help strengthen company culture through clear communication, consistent expectations, and fair treatment of employees.
- Support leadership in reinforcing company values, professionalism, accountability, and service standards.
- Help identify morale, retention, and communication issues before they become larger problems.
- Assist with employee engagement efforts, recognition programs, and internal communication as needed.

Required Qualifications

- 3–7 years of HR experience, preferably in a growing company or fast-moving business environment.
- Strong knowledge of core HR functions, including recruiting, onboarding, employee relations, compliance, documentation, and policy development.
- Familiarity with federal and state employment laws.
- Experience handling sensitive employee matters with discretion and professionalism.
- Strong written and verbal communication skills.
- Highly organized and skilled at creating systems, processes, and documentation.
- Comfortable working directly with executives, managers, and employees.
- Ability to balance employee support with company accountability.

Preferred Qualifications

- Experience building or improving an HR function in a small or mid-sized company.
- SHRM-CP, SHRM-SCP, PHR, or SPHR certification preferred but not required.
- Experience with multi-state employment issues.
- Experience with payroll systems, HRIS platforms, applicant tracking systems, or benefits administration.
- Experience supporting a company with hourly, part-time, seasonal, remote, or contractor workers.
- Bilingual candidates (English/Spanish) are strongly preferred.

Ideal Candidate Profile

The ideal candidate is practical, organized, and business-minded. They understand that Human Resources is not just paperwork or compliance; it is a leadership support function that helps the company grow responsibly.

This person should be able to build structure without creating unnecessary bureaucracy. They should be approachable but firm, employee-focused but not employee-only, and capable of helping managers lead with consistency and accountability.

Key Success Measures

Success in this role will include:

- A consistent and professional hiring and onboarding process.
- Accurate and organized employee records.
- Clear HR policies and procedures.
- Better documentation of employee performance and workplace issues.
- Improved manager support and accountability.
- Reduced employment risk through stronger compliance practices.
- Improved employee communication, retention, and workplace culture.

Reporting Structure

The Human Resources Manager will report to the company's Chief Operating Officer, President, or Chief Executive Officer, depending on the company's structure. This role will work closely with department leaders, managers, payroll, finance, and outside advisors.

Employment Type: Full-time

Compensation: \$80,000 to \$95,000 plus year-end performance bonus, based on experience, qualifications, and scope of responsibility.