



Opening Date: 07/13/2017  
Closing Date: Open Until Filled

## **Vacancy Announcement #42-17 Employee Engagement Specialist**

**SALARY: NEGOTIABLE**

**DC Residents Preferred**

### **SUMMARY DESCRIPTION**

The Events DC Employee Engagement Specialist is dedicated to driving stronger engagement and opening up lines of communication with current and potential employees through managing the communications of our quarterly town hall meetings; helping launch Human Resources programs and initiatives; and crafting HR-related messages. This position reports to and will work closely with the Chief People Officer in the development and execution of strategic employee engagement initiatives for Events DC that drives a culture of excellence.

The Employee Engagement Specialist is a staff level project manager for various engagement activities. The incumbent is responsible for helping promote a positive organizational culture and will be primarily responsible for the creation and execution of internal employee engagement and Human Resources communications campaigns, as well as collaborating with marketing, and employees throughout the organization to drive employee awareness and engagement by creating initiatives that promote the key objectives of the organization.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Responsibilities:

- Support and maintain the employee engagement programs and initiatives that support Events DC's organizational goals and culture.
- Develop and communicate positive employee relations strategies and retention initiatives that foster and promote a culture of excellence.
- Establish and maintain measurement standards to provide meaningful information that will guide continual improvement and further increase employee engagement, satisfaction and retention.
- Responsible for ensuring content consistency of messages and alignment to overall company and HR strategy.
- Encourage the adoption of relevant social media best practices into the corporate culture and support the company's internal social media related engagement projects, as well as recommending new systems and vehicles to improve the quality, consistency and timeliness of information.
- Research and work with vendors and other departments to build employee engagement initiatives.
- Serve as project point person on specific segments of employee engagement and communications programs, including contests, meeting logistics, meeting recaps, budget summaries, etc., to ensure all engagement programs are successfully implemented.
- In collaboration with Communications and Marketing Department, designs regular employee engagement communication vehicles to employees by creating multimedia messages.



- Supports design and administration components for employee engagement surveys.
- Manage the communications and format of quarterly town hall meetings and employee engagement activities for Events DC.
- Act as the Human Resources communications coordinator for the launch of special programs and events.
- Partner with change leadership teams to leverage employee communications as part of the change management process.
- Assess organizational climate through employee surveys and focus groups.
- Analyze information and identify workplace improvement needs.
- Evaluate the effectiveness of employee relations programs through the use of metrics.
- Stay informed and aware of organizational operations and initiatives and identify areas where additional internal associate engagement communication is needed and develop a plan to meet those needs;
- Support and collaboratively help to build engagement teams within the cross functional areas of Human Resources and internal business partners alike;
- Improve recognition programs based on current business needs.
- Administers significant portions of rewards and recognition programs within Events DC.
- Perform other related duties as required and assigned by CPO and Deputy Chief.

### **SKILLS, KNOWLEDGE AND ABILITIES**

- Ability to work autonomously and to deal with ambiguity is critical
- Proven organizational skills – be willing to multi-task and operate in a fast-paced challenging environment
- Solid facilitation and presentation skills;
- Highly organized, able to wear multiple hats, and accomplish a multitude of tasks in fast-moving environment
- Excellent communication skills (written and verbal)
- Must be a team player with demonstrated team experience (proven)
- Exceptional customer service focus (proven)
- Ability to maintain/manage confidential information
- Strong interpersonal skills and ability to professionally interact with managers, staff and officers at all levels of the organization with diplomacy and professionalism
- Self-motivated, proactive, committed to continuous improvement
- Strong analytical skills
- Good time management and organizational skills
- Ability to make sound judgments on job-related matters, works with minimal supervision, demonstrates initiative and manages multiple tasks and deadlines in a fast paced environment
- Ability to deal effectively and courteously with irate customers
- Strong editing skills
- Proficiency in Microsoft Office suite required



## **CORE COMPETENCIES (SPECIALIST)**

- Job Knowledge and Technical Expertise
- Strategic Thinking
- Project Management
- Problem Solving
- Attention to Detail

## **ADA ESSENTIAL FUNCTIONS**

- Ability to read and write instructions, directions, letters, memos, and other written materials.
- Ability to converse orally and utilize standard telephones and two-way radios to receive and communicate information to staff and customers.
- Ability to tour all company facilities and speak with employees, including the largest facility, which is 2.3 million square feet.

## **MINIMUM QUALIFICATIONS**

- Bachelor's degree in Human Resources, Business Management, Marketing, Communications, Journalism, Public Relations or a related field
- Minimum two – four (4) years' prior employee engagement experience
- Demonstrated written/verbal communication skills
- Ability to articulate and champion the key business drivers and ROI of employee engagement
- Ability to think critically and problem solve
- Proven track record of being energetic, forward thinking and creative, while also able to challenge assumptions while providing best in class HR.
- Champions innovation, change and diversity by embracing and generating better and more inventive ways to improve individual and business performance aligned to a shared purpose. Courageously takes appropriate risks. Commits to sustained, effective change and executes based upon planned change.
- Knowledge of business and management principles, as well as resource coordination
- . Two (2) years of combined corporate communications experience, preferably focused on corporate or internal communications, employee engagement and Human Resources;
- Manages and executes projects, budgets and proposals, timelines and creative design to increase employee engagement and to sustain the employee culture.
- Must have an eye for detail and possess the writing and grammatical skills necessary to develop content that requires little or no editing includes including providing content for internet and intranet;
- Proven experience with delivering impactful employee experiences through effective communications and internally facing events or engagements;



- The ability to handle tasks independently, as well as with a team, and to effectively communicate with a range of individuals, from senior managers and affiliated partners to team members;
- Excellent listening, creative thinking and interpersonal skills, including the demonstrated ability to establish and maintain relationships and build influence with people internally and externally; and
- Knowledge of tools, processes and working with various communications platforms, including print and digital.

**In an effort to protect our environment from paper waste all candidates must apply on-line on our website:**  
<http://careers.wcsa.com/employment/application.aspx>

**Computers are available in the Human Resources' lobby for on-line application purposes  
Mondays-Fridays, 8:30am to 5:30pm.  
Washington Convention & Sports Authority  
Human Resources Department  
801 Mount Vernon Place, NW  
Washington, DC 20001**

**All candidates will be considered without regard to race, color, religion, sex, age, national origin, marital status, disability or sexual orientation.**