
MIT Job Description

Job Title: Mgmt 3, HR Generalists	Position Title: HR Operations Manager
Reports to: Executive Director, HR	% Effort or Wkly Hrs: 100%
Department: Sloan HR	Grade 10

Position Overview:

Reporting to the Executive Director, HR at the MIT Sloan School of Management, this role is responsible for supporting HR systems and workforce analytics initiatives across several key areas: HRIS, People Analytics, Compliance, Business Process Optimization, and Project Management. The incumbent will assist in developing and maintaining system plans that meet Human Resources' automation, data, and information management requirements, ensuring the smooth administration and deployment of HR information, programs, and services. Designs scalable solutions that improve efficiency and drive innovation in HR service delivery. The ideal candidate will have experience in HR operations and systems management, proven success in stakeholder management, and the ability to collaborate with peers and senior leaders. The role requires strong partnerships with HR professionals and business leaders to support HR initiatives.

Role eligible for hybrid schedule that aligns with department guidelines.

Principal Duties and Responsibilities (Essential Functions):**

Leads HR Operational Strategy & Processes (25%)

Designs, implements, and maintains scalable processes to optimize core Sloan HR operations such as onboarding, offboarding, promotions and employment lifecycle events.

Manages the Performance Management and Annual Salary Review (ASR) processes in partnership with MIT Sloan HR Business Partners.

Leads HR Digital Transformation: (25%)

Represents Sloan during the planning, coordination, and integration of the new ERP system, ensuring alignment with business objectives and cross-functional collaboration.

Leads school wide initiatives and projects including HR transformation work, digital automation including generative AI, and HR system design work and implementations.

Participates in cross-functional meetings and committees, representing Sloan HR and promoting alignment between Sloan HR initiatives and institute objectives.

Leads HR Data Analytics (25%)

Leads the development and implementation of a data-driven HR strategy, leveraging key metrics and analytics to inform decision-making, identify trends, and drive continuous improvement across the organization.

Provides oversight for data entry, reporting, and analytics, leveraging insights to improve Sloan HR operations and decision-making.

Performs data adjustments in the system, including adding, extracting, and uploading HR data.

Analyzes trends and issues. Shares findings and makes recommendations to Sloan leadership.

Enables HR Operational Excellence (25%)

Mentors and trains team members to support adoption of new tools and technologies, fostering skill development and ensuring consistent application of policies, processes, and standards.

Develops and manages operating budgets, ensuring alignment with departmental and institute objectives while maintaining fiscal accountability.

Reviews, selects and manages external vendors.

Ensures HR activities, records, and forms are in compliance with applicable laws or guidelines.

Oversees compliance efforts, including audits and quality control, to ensure adherence to laws, regulations, and institute policies and procedures.

Interprets and advises on complex HR issues, including policies and procedures.

Collaborates on strategic change efforts and communications.

Supervision Received:

Receives big picture context from Executive Director; independently designs and develops program content and materials.

Supervision Exercised:

Manages the day-to-day administrative operations for an area/unit/function.

Manages and guides non-exempt and/or individual contributor staff. Provides day-to-day management or influences the work of staff to resolve short-term operational issues and meet standards/targets.

Manages and leads projects from initiation to completion.

Qualifications & Skills:

Minimum of 5 years' Human Resources or Operations Management experience with at least two years' experience within an HR Operations or HRIS role.

A consultative approach to systems users' proven communication skills to bridge technical information to non-technical users.

Experience with and deep curiosity around data analytics and visualization, including data visualization tools (ie: Tableau, Power BI)

High comfort serving as a subject matter expert, ranging from everyday data management to strategic level thinking.

Advanced proficiency in Microsoft Excel, including pivot tables, VLOOKUP (and related functions), and building models for analysis and decision support.

Experience working with Service Management systems (Service Now preferred)

The successful candidate must be able to work independently and as part of a team.

** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in job descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.