



**Holt Lunsford Commercial, Inc
Culture and Values Director
(Exempt)**

Job Description

The HLC Culture and Values Director will play a crucial role in fostering a positive and cohesive work environment, promoting HLC's core values, and ensuring employee engagement across the organization. This position will manage onboarding, plan and execute events, oversee internal communications, and support various initiatives to enhance company culture.

Supervision

Reports to: COO/Sr. Operations Manager

Responsible for: N/A

General Qualifications Required

Education: Bachelor's degree or equivalent education or experience

Licensing: Valid Driver's License

Experience: Minimum 2 years of experience in event planning, project management, customer service, program development, and/or employee engagement.

Skills/Behaviors

- Strong leadership and interpersonal skills.
- Ability to inspire and engage employees at all levels, fostering a positive and inclusive work environment.
- Excellent communication abilities: Skilled in both verbal and written communication, with experience in delivering presentations, writing newsletters, and managing internal messaging.
- Event planning and organizational expertise: Capable of planning and executing company events, managing logistics, and overseeing multiple projects simultaneously with strong attention to detail.
- Cultural awareness and alignment: Deep understanding of company culture and values, with a commitment to promoting them throughout all initiatives and interactions.
- Creative problem-solving: Ability to think outside the box, generate new ideas, and implement innovative approaches to enhancing employee engagement and satisfaction.
- Adaptability and flexibility: Comfortable working in a dynamic environment, managing shifting priorities, and responding to the needs of different teams across the organization.
- Empathy and emotional intelligence: Demonstrates compassion, understanding, and a genuine commitment to putting people first and addressing employee concerns.
- Project management: Strong ability to oversee multiple programs, meet deadlines, and ensure that tasks are completed efficiently and to a high standard.
- Collaboration and teamwork: Works well with various teams and departments, promoting unity and supporting collective goals across the organization.
- Commitment to service excellence: Passionate about enhancing customer and employee experiences, continually seeking ways to improve processes and outcomes.
- Commitment to promoting HLC's core values and enhancing company culture.

Major Areas of Responsibility

Onboarding and Orientation:

- Conduct comprehensive first-day orientation, including the distribution of onboarding materials such as swag bags and align new hires with HLC's expectations and values.
- Conduct three-month follow-up satisfaction checks with new hires to address concerns and ensure a positive onboarding experience.

Event Planning and Management:

- Plan, organize, and oversee various events, including monthly fun events, Fair Day, Thanksgiving Luncheon, Christmas Party, quarterly birthday celebrations, milestone anniversaries, and retirement celebrations.
- Develop and deliver quarterly Corporate Services Values Trainings to enhance understanding and application of HLC values.
- Coordinate volunteer days, groundbreaking events, corporate services retreats, and Town Hall lunches.

Internal Communications:

- Oversee the creation and distribution of quarterly newsletters highlighting business updates, new hires, promotions, events, and awards.
- Personalize and distribute anniversary and birthday cards to recognize employee milestones.
- Send weekly "Happy Friday" emails showcasing examples and reflections of HLC values.

Employee Engagement:

- Foster unity and cohesion across the organization by engaging with employees at various locations, coordinating lunches, cookie deliveries, and Friday Food Pods.
- Implement initiatives that contribute to a positive and inclusive work environment, reinforcing team spirit.

Programs and Reporting:

- Implement the Customer Service Idea Program, organizing quarterly competitions to collect and implement employee ideas to enhance customer service.
- Maintain Quarterly Training Reports to track values training across departments.
- Provide quarterly reflections on HLC values to ensure all employees are aware of the focus for each quarter.

Additional Responsibilities:

- Produce values-related videos and manage special projects, including milestone anniversary celebrations.
- Research and recommend strategies to enhance HLC culture and values through conferences, training, and software platforms.
- Other duties as assigned.