Employee Experience Coordinator

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Type: Full-Time
Salary: Commensurate with experience
Posted: 1 day ago
Category: Human Resources

Title: Employee Experience Coordinator

Employee Classification: HR Generalist

Campus: University of North Texas - System Administration

Division: SYS-Human Resources

SubDivision-Department: SYS-Human Resources

Department: SYS-Human Resources-910600

Job Location: Denton

Salary: Commensurate with experience

FTE: 1.000000

Retirement Eligibility: TRS Eligible

About Us - Values Overview

Welcome to the University of North Texas System. The UNT System includes the University of North Texas in Denton and Frisco, the University of North Texas at Dallas and UNT Dallas College of Law, and the University of North Texas Health Science Center at Fort Worth. We are the only university system based exclusively in the robust Dallas-Fort Worth region. We are growing with the North Texas region, employing more than 14,000 employees, educating a record 49,000+ students across our system, and awarding nearly 12,000 degrees each year.

We are one team comprised of individuals who are committed to excellence, curiosity and innovation. We are transforming lives and creating economic opportunity through education. We champion a people-first values-based culture where We Care about each other and those we serve. We believe that we are Better Together because we foster an environment of respect, belonging, and access for all. We demonstrate Courageous Integrity through

setting exceptional standards and acting in the best interest of our communities. We are encouraged to Be Curious about opportunities for learning, creating, discovering, and innovating, and are encouraged to learn from failure. Show Your Fire by joining our team and exhibiting your passion and pride in your work as part of our UNT System team.

Learn more about the UNT System and how we live our values at www.UNTSystem.edu.

Department Summary

The UNT System Human Resources Department is one department made of a team of teams that supports various constituencies and component institutions within our UNT System Enterprise while working together to achieve the vision of becoming an enterprise that is values-driven and customer-focused with an emphasis on excellence, curiosity, and innovation. There are exciting things on the horizon, and we are looking for experienced and innovative HR professionals to join our journey.

Position Overview

Reporting to the Director of Organizational Development & Engagement, the role of the Employee Experience Coordinator is to offer "white-glove" customer service to new, current, and exiting employees by managing the technical and customer-facing aspects of the onboarding process and supporting professional development and training programs. This position supports new hires with onboarding inquiries and troubleshoots related issues to enhance the overall employee experience through face-to-face interactions, email, and phone, delivering prompt, courteous, and customer-focused service. This position will create various tools and resources, as well as use metrics and data to review processes, to provide more efficient and effective employee experience. The coordinator provides technical, professional, and administrative support to the organization and department.

Minimum Qualifications

Bachelor's degree in related field and two (2) years of human resources experience; or any equivalent combination of education, experience, and training and experience.

Knowledge, Skills and Abilities

Ability to establish and maintain effective working relationships, with excellent written and oral communication skills to explain information, build rapport, and engage with groups.

Strong attention to detail and accuracy.

Ability to plan, organize, and manage multiple assignments and competing priorities.

Ability to create and maintain systematic processes to ensure consistency, efficiency, and follow-through.

Critical thinking, problem-solving, and analytical skills.

Focused on providing a high level of customer service, responsiveness, and follow-through.

Proficiency with standard Microsoft Office Suite; ability to manage files, store, manipulate, retrieve, interpret, and present data.

Ability to cross-train basic learning and design functions as needed.

Ability to meet physical requirements of the position, including prolonged sitting or standing, communicating with others, and operating standard office equipment.

Strong team player with a results-driven approach who employs efficient time management skills and can work under limited guidance.

Preferred Qualifications

Preferred experience assisting with event planning or hosting training and development sessions and using AI tools to automate administrative functions for greater efficiency.

Required License/Registration/Certifications

Job Duties

- Supports HR Organizational Development and Engagement team in delivery and implementation of customer-facing business and people solutions.
- Serves as onboarding coordinator and is responsible for administration of a comprehensive structured onboarding program for new hires, supporting people managers in ensuring a smooth transition into the organization and a positive first year employee experience.
- Manages onboarding software modules, including proactive driving program participation, monitoring and prompting completion of milestones, tracking progress, troubleshooting issues, providing support and training to end users, and related communication.
- Utilizes quantitative and qualitative data and feedback to develop and present reports, analyze trends, and make recommendations for areas of improvement, supporting data-driven decision-making.
- Manages administrative and logistical aspects of learning programs and training initiatives, including scheduling, tracking participation, preparing materials, creating metrics, and gathering feedback through surveys, focus groups, and interviews. Serves as the technical liaison, providing visual and audio support for training as needed.
- Facilitates generalized training to support new employee experience(s) such as new employee or new manager orientation.
- Collaborates effectively with stakeholders and works on cross-functional initiatives.

- Manages team email inboxes daily, responding to inquiries and routing messages as appropriate.
- Creates, updates, and maintains standard operating procedures (SOPs) to ensure consistent and efficient team workflows.

Physical Requirements

- Communicating with others to exchange information.
- Lifting and Moving objects up to 20 pounds.

Environmental Hazards

No adverse environmental conditions expected.

Work Schedule

Generally, Mon-Fri, 8am-5pm

Driving University Vehicle

No

Security Sensitive

This is a Security Sensitive Position.

Special Instructions

Applicants must submit a minimum of two professional references as part of their application. If needed, additional references can be added after the application has been submitted.

Benefits

For information regarding our Benefits, click here.

EEO Statement

The University of North Texas System is firmly committed to equal opportunity and does not permit -- and takes actions to prevent -- discrimination, harassment (including sexual violence, domestic violence, dating violence and stalking) and retaliation on the basis of race, color, religion, national origin, sex, sexual orientation, gender identity, age, disability, genetic information, or veteran status in its application, employment practices and facilities; nor permits race, color, national origin, religion, age, disability, veteran status, or sex discrimination and harassment in its admissions processes, and educational programs and activities, facilities and employment practices. The University of North Texas System promptly investigates complaints of discrimination, harassment and related retaliation and takes remedial action when appropriate. The University of North Texas System also takes

actions to prevent retaliation against individuals who oppose any form of harassment or discriminatory practice, file a charge or report, or testify, assist or participate in an investigative proceeding or hearing.