

**Job Title:**

HR Operations Manager

Reporting to the Chief Financial Officer, the HR Operations Manager will be responsible for owning and executing all day-to-day human resource operations for The FOCUS Group. This role will ensure that hiring, onboarding, performance management, benefits administration, compliance, and employee experience systems are clear, consistent, and effective across the organization. The HR Manager will serve as the primary driver of HR execution, freeing leadership to focus on strategic priorities while ensuring a healthy, aligned, and high-functioning team environment.

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**Key Responsibilities****HR Operations & Compliance (25%)**

- Maintain all HR systems, documentation, and employee records
- Ensure compliance with all applicable employment laws, policies, and best practices
- Manage benefits administration including health, retirement, PTO, and related programs
- Oversee onboarding and offboarding processes, ensuring consistency and clarity
- Identify and implement improvements to HR systems and processes

**Hiring & Onboarding (25%)**

- Own the full hiring process from job posting through offer and acceptance
- Screen candidates, coordinate interviews, and manage communication throughout the process
- Partner with leadership to ensure alignment on hiring needs and candidate selection
- Build and maintain a strong pipeline of candidates as the organization grows
- Develop and execute clear, consistent onboarding experiences for all new hires

**Performance & Development (25%)**

- Own and manage the annual performance review process across the organization
- Ensure clear timelines, expectations, and follow-through for all reviews
- Support leaders in implementing consistent performance management practices
- Help identify areas of growth and development across the team

- Maintain systems that support clarity in roles, expectations, and accountability

#### Employee Experience & Communication (25%)

- Own internal communication systems that keep staff informed, aligned, and connected to the direction of The FOCUS Group
- Ensure clear, consistent communication between leadership and staff, including key updates, initiatives, and organizational priorities
- Develop and manage simple, effective feedback loops (surveys, check-ins, informal input) and ensure insights are communicated and acted upon
- Monitor team alignment and morale, identifying areas of confusion, miscommunication, or disengagement, and proactively addressing them
- Support leadership in communicating vision, strategy, and key decisions in a way that is clear, timely, and actionable
- Assist in planning and executing team gatherings, retreats, and key moments that strengthen communication, cohesion, and trust across the organization

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#### Required Qualifications

- 5+ years of experience in Human Resources, People Operations, or similar role
- Alignment with The FOCUS Group's mission, values, and team culture
- Strong organizational and operational leadership skills
- Excellent communication and interpersonal abilities
- High level of ownership, follow-through, and attention to detail
- Ability to manage both administrative systems and relational dynamics effectively
- Proficiency in Microsoft Office, Google Workspace, and HR systems

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#### Location & Travel

- This is a full-time salaried position based in **St. Augustine, FL**
- Requires occasional travel for staff gatherings or retreats.

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#### Benefits

- 401(k) with matching
- Health, dental, and vision insurance
- HSA / FSA options
- Life insurance, Long Term Disability
- Paid time off

## The FOCUS Group Core Values

**Jesus:** Everything we do is grounded in Christ. We bring a distinctly Biblical approach to development work. We strive to be servant leaders, honoring Christ in all that we do and helping advance His Kingdom.

**Relationships:** We value relationships—with each other, with our clients, and most importantly, as a model for approaching donors. It is both God-honoring and effective.

**Fun:** We embrace the joy (and, yes, sometimes even fun!) in our work. We believe that enthusiasm, creativity, and a spirit of adventure make our work—and life—richer.

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## Our Mission & Vision

The mission of [The FOCUS Group](#) is to advance the kingdom of God by building trusting relationships with our clients and providing them with expertise and guidance to accelerate the funding of their vision.

Our vision is to see God “make all things new” through the work of our clients.

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Interested candidates should send a letter of interest along with a resume to TFG Chief Financial Officer, Lori Gamboa ([lgamboa@thefocusgroup.com](mailto:lgamboa@thefocusgroup.com)).