

HEYDAY

ROLE & RESPONSIBILITY

Manager of Talent Acquisition & Experience

The Manager of Talent Acquisition & Experience is responsible for building and executing upon the full hiring process and key employee touchpoints for our rapidly growing business. In this role, you will develop and execute a long-range plan and short-term strategies to recruit and hire top talent for both the field and support (corporate) Heyday teams, and ensure a brilliant employee experience across critical touchpoints in the journey. You will work with our field and corporate leadership to develop and execute on sourcing strategies to build and leverage a pool of qualified, diverse talent for open and anticipated positions. You will help support onboarding, engagement and development with employees across their career at Heyday. And, to ensure this focus can sustain and grow overtime, you will be responsible for building systems and standards to bring this to life at scale in a decentralized environment.

About Heyday

We are expert skincare with a human touch. We started Heyday to personalize skincare to create positive change in people's lives – for both our teams and our clients. We're all about helping people feel great in the moment and empowering them to continue that journey on their own. Heyday means the period of your greatest strength, vigor, or success – your prime. We believe everyday should be your Heyday. We just happen to start with skin.

Heyday is headquartered in Soho, New York, with 5 retail locations across Manhattan and 1 in Los Angeles. This is an exciting opportunity to join a small, collaborative team and have a direct impact on our fast-growing business. This position will be an integral part of the organization. The candidate must have commitment and passion for the mission of Heyday to be a catalyst for people to look and feel their best. You are a magic maker who sees possibility and turns dreams into reality.

Key Responsibilities

The Manager of Talent Acquisition & Experience has 4 main responsibilities:

- **Understand and prioritize the hiring needs**, both in the field and support office
 - Support creation of Heyday talent profile and competencies to effectively source candidates in shops and support office
 - Partner with our field team to source, recruit, and hire top talent for various shop positions and ensure the recruiting process meets new-store-opening timelines
- **Build hiring and sourcing infrastructure for scale**: implement system, training and resourcing strategies to ensure scalable, decentralized hiring competency at scale

Expert skincare with a human touch

heydayskincare.com @heydayskincare

New York • NoMad • Tribeca • Upper East Side • Upper West Side • Noho • Los Angeles

- Assist in developing a corporate and field retail recruiting structure, including developing a pool of candidates in each market
 - Develop the interview process, including interview questions, for all types of roles, in partnership with experts across the organization
 - Implement an ATS, and learn about new hiring tools and passive candidate sourcing
 - Execute on Heyday's employer brand strategy, including innovative ways of utilizing social media. Stay abreast of best in class recruiting practices
- **Define and invest in the critical employee development touchpoints** to ensure best in place employee engagement and communication
 - Build an onboarding and offboarding process across employee types
 - Help develop employee development programs and opportunities
 - Support the team by managing employee relations issues as necessary in coordination with ops leadership
 - Support implementation of goal setting framework with support and field teams
- **Define, track & analyze talent acquisition and experience metrics**
 - Understand hiring forecasts & recruiting effectiveness (e.g. pre 90 day turnover, time to fill, cost per hire)
 - Build people development tracking tools to anticipate future staffing needs
 - Develop practical tracking & reporting methods for key HR metrics to monitor & improve performance with clear goals and KPIs to drive success
 - Implement solutions in partnership with key business stakeholders in field and support office to drive proper people planning

Key Qualifications

- Experienced in forming talent acquisition scaling solutions at a retail company
- Proven track record in sourcing passive talent & executive recruiting.
- Working knowledge of applicant tracking systems (ATS), social media & recruiting process workflows.
- Always prepared for a competitive landscape in challenging markets and able to provide out-of-the-box ideas for hiring solutions
- An excellent communicator and collaborator (in writing and in person) who's able to build incredible relationships with both corporate and field stakeholders
- Process- and metrics-driven—you're comfortable using data to inform your decisions and advise stakeholders and hiring managers
- Comfortable working in our support office and also out in the field, whether you're visiting existing shops or developing teams from scratch in new markets