



Cohere Life, Inc.

JOB DESCRIPTION: 4/2/2025

TITLE:	Employee Experience Manager	FLSA STATUS:	Exempt
REPORTS TO:	Director, People Operations	LOCATION:	Remote

The Employee Experience Manager is responsible for creating and implementing strategies and programs that enhance the overall experience of Cohere employees. As an important champion for our company culture, the Employee Experience Manager will lead with a people first mentality and nurture an environment where every team member can do their best work. The Manager will bring an innovative, responsive and compassionate approach to the strategies and programs focused on education and training, performance management, benefits and compensation, and overall employee engagement initiatives.

All successful team members embrace and demonstrate the core values of Trust, Reciprocity, Spirit, and Legacy while striving to exceed expectations. The position requires strong empathetic leadership and a sincere commitment to the success of every member of the team.

Scope

- Develop, implement and lead employee centered initiatives intended to grow and enhance the success of the Cohere team to support the values of Cohere.
- In collaboration with the Director, People Operations carry out new hire onboarding experiences, job-specific trainings, and ongoing training and development programs across the company.
- Develop, implement and lead the new employee onboarding process to ensure new hires have a positive start.
- Develop an internal mentorship program that aligns junior employees with more seasoned team members who invest in their growth and development.
- Coordinate initiatives and opportunities to increase employee engagement; maintain a robust annual calendar that supports the wellness, operational and engagement needs of the Cohere team.
- In partnership with marketing and communications teams, conduct annual employee experience surveys and analyze results with a focus on improvement and communications.
- Analyze and present data on the effectiveness of employee experience strategies and programs.
- In partnership with the communications team, ensure employee awareness of organizational changes and updates.
- Lead employee goal setting, feed forward coaching and goal setting initiatives with managers and employees.
- Support career development and training opportunities.

- Collaborate with leadership to ensure a positive and inclusive workplace culture.
- Work collaboratively across all departments.
- As an ambassador of the Cohere brand, serve as coach, mentor, and subject matter expert to employees.
- Analyze and present data with the latest trends and best practices in employee experience management.
- Collaborate with consultants and legal counsel to provide human resources support and consultation to the business; answer employee and manager questions regarding programs, policies, and other HR-related items.
- Maintain knowledge of trends, best practices, regulatory changes, and innovative technologies in benefits and administration.
- Handle employee concerns and complaints with sensitivity and confidentiality. Partner with the Director, People Operations to ensure concerns are addressed in a timely manner.
- Support the success of the Cohere by participating in the Councils of Excellence: sharing best practice knowledge, collective problem solving, mentoring and similar practices of highly engaged team members.
- Other responsibilities as assigned.

Attributes

- Exceptional leadership instincts
- Outstanding customer service skills and instincts
- Personable, tactful, and diplomatic
- Innovative and creative problem solving using a “win-win” approach.
- Ability to foster a collaborative environment with internal and external team members.
- Excellent verbal, written and personal communication skills.
- Ability to establish and convey a sense of purpose in alignment with the values of Cohere.
- High empathy and genuine care for welfare of others
- Diplomatic and skilled in de-escalating tense situations
- Able to work independently and in a team environment.
- Enthusiastic, positive, and professional demeanor
- Innovative problem solver
- Flexible and adaptable

Knowledge | Requirements

- Expertise in project management, process and systems optimization, and workflow
- High technical acuity
- Proficient in Microsoft Office 365, including Word, Excel, Publisher, PowerPoint, and Outlook
- Experience with HRIS systems. Paylocity & Monday.com software a plus

Education & Experience

- Proven experience in employee experience management with an emphasis on training and development.
- Minimum of 3 - 5 years of experience in human resource management, with a minimum of 2 years in a leadership role required.
- Bachelor’s degree in human resource management highly desired. .
- Strong knowledge of employment laws and regulations; experience working in multi-state organizations a plus.
- SHRM-SCP certification is a plus.

Our Operating Principles

In furtherance of our mission team members will:

- Instill a sense of fun and enthusiasm into everything we do.
- Encourage a dynamic collaboration between internal and external stakeholders.
- Exercise tact, diplomacy and fair-mindedness in all interactions while providing exceptional customer service.
- Reflect a work style based on inclusiveness, mutual respect, consensus-building, and responsiveness to changing needs and opportunities.
- Embrace the vision, goals, and aspirations of Cohere.

Job Type: Full-time

Pay: \$85,000 - \$90,000 per year; year-end bonus eligibility up to 5% of gross annual salary

Benefits:

- 401(k)
- Dental Insurance
- Health Insurance
- Vision Insurance
- Paid Time Off

Cohere is an equal opportunity employer and consider all qualified applicants equally without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability status.