



**Job Title:** Manager, People Operations

**Reporting to:** Director of Operations

**Location:** Mexico City, Remote

**To apply please email your resume and a short cover letter to [careers@tent.org](mailto:careers@tent.org). If your background is a fit, we will be in touch. We encourage you to apply early as applications will be reviewed on a rolling basis.**

**About the Tent Partnership for Refugees:**

With more and more refugees displaced for longer periods of time, businesses have a critical role to play in helping refugees integrate economically in their new communities. Tent was launched in 2016 by Hamdi Ulukaya, the CEO and founder of Chobani – a multibillion dollar food company in the U.S. – to mobilize global businesses to fill this gap by helping connect refugees to work. Today, Tent is a network of over 400 major companies committed to hiring, training, and mentoring refugees. Find out more at [www.tent.org](http://www.tent.org).

**About the role:**

Tent is seeking a dynamic and people-focused HR and recruiting professional to lead key talent initiatives across the organization. This role will drive the full-cycle recruitment process, ensuring a seamless and effective hiring experience. Additionally, it will oversee various aspects of the employee lifecycle, from onboarding to performance management, talent development and employee engagement, while supporting HR systems, compensation policies, and benefits administration. This role will provide hands-on support to our growing team, working closely with Tent's Director of Operations, Senior Manager for Finance and Operations, and broader leadership.

The ideal candidate has 6+ years of experience in recruiting, people operations, or HRBP roles, thrives in a fast-paced environment, and is motivated by contributing to Tent's mission. They should also enjoy collaborating with a global and diverse team while balancing both employee and organizational needs in their day-to-day work.

**Key responsibilities:**

*Recruitment, Selection, and Hiring (50%)*

- Lead end-to-end recruiting for open positions, including role scoping, partnering with hiring managers to understand team-specific needs and ideal candidate profiles, strategic sourcing and generating a pipeline of candidates, screening resumes/applications, interviewing candidates, making candidate recommendations to hiring managers, managing employment verification processes, and drafting offer letters/employment agreements
- Assess Tent candidate recruitment and selection process to ensure it's the most streamlined and efficient given resources and that it identifies strongest and most compelling candidates for open roles
- Develop initiatives to improve our employer brand, ensuring we provide the right support of hiring managers and the best candidate experience.

*Talent Management & Employee Lifecycle (20%)*

- Assist the Director of Operations in developing and implementing Tent's talent management strategy, including learning and development initiatives and career progression plans.



- Serve as a point of contact for employees, addressing day-to-day questions and troubleshooting HR-related issues.
- Coordinate and provide guidance during Tent's performance management process, including mid-year and annual evaluations.
- Support managers in handling performance-related challenges, including difficult conversations and employee performance concerns.
- In collaboration with the Assistant of Operations, update and oversee the onboarding process for remote and hybrid employees, working closely with hiring managers to design and coordinate comprehensive orientation sessions.
- Maintain an organized and secure repository of employee records, including performance evaluations, ensuring easy access when needed.
- Assist with HR platforms such as Deel, Horizons, and Justworks, in partnership with the Senior Manager for Finance and Operations and the Director of Operations.
- Provide recommendations and support in resolving sensitive employee matters.
- Manage and coordinate Tent's offboarding process for departing employees.

#### Compensation, Benefits Administration, and Organizational Policies (15%)

- Assist in the research for any new or redesigned team policies
- Support in the review for any new or redesigned benefits practices
- Stay current on advancing and progressive HR practices
- After time in the role, maintain compensation benchmarking system and coordinate salary banding

#### Employee Engagement & Other Employee Relations (15%)

- Initiate and implement employee engagement opportunities and team building activities, such as supporting in the coordination of Tent's culture committee
- Handle employee relations with skill and sound judgment
- Manage key people operations projects, which can include but are not limited to:
  - Coordinating employee learning and development program
  - Compiling and maintaining a list of regional/geographic employment norms
  - Regularly reviewing and coordinating updates to Tent's Employee Handbook, Code of Conduct, and other documents, as needed

#### **Essential Skills & Experience:**

- Bachelor's degree required
- Full speaking, reading, and writing fluency in English and Spanish to be able to communicate with our global staff
- At least 6 years of professional experience, ideally as a recruiter or HRBP in multinational organizations.
- Top-notch organizational skills with the ability to keep track of and juggle multiple ideas, systems, priorities, and to meet deadlines with accuracy and attention to detail
- Strong communication and interpersonal skills that allow you to build relationships with colleagues, regardless of distance, and to work effectively through challenges as they arise
- Comfort and confidence in saying what needs to be said in a professional, constructive and non-disruptive way
- Ability to respond quickly to changes in short-term work priorities
- Demonstrated success building and maintaining a work culture of excellence

**Preferred Skills & Experience:**

- Experience in multicountry roles
- Experience in a fast-paced office and growth-stage organizational environment
- Prior experience with compensation benchmarking

**Desired Qualities:**

- Comfort in a fast-paced role with a relatively small, ambitious, and growing organization (with the opportunities and challenges that come with that)
- Enthusiasm to receive frequent feedback from hands-on leadership
- A willingness to roll up your sleeves and tackle new challenges
- A hard worker willing to go above and beyond to deliver high-quality work
- Ability to make decisions in a changing environment and comfortable operating in gray areas
- Excellent critical and analytical skills
- A direct and open style of communication
- A strategic operator, with the ability to find opportunities proactively and solve problems independently
- An innovative thinker, with a track record of translating thinking into action plans and output
- Intellectually curious, with a thirst for learning

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Even if your experience is not a 100% match, you are still encouraged to apply – what we've listed are guidelines, not hard and fast rules. Tent will consider people from a variety of backgrounds and career experiences.

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*Tent is an equal opportunity employer. Tent will not discriminate against any applicant for employment on any basis including, but not limited to: race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, marital status, predisposing genetic characteristics and genetic information, or any other classification protected by federal, state and local laws. We are dedicated to ensuring that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. Please contact us to request accommodation.*