

This position is responsible for assisting in the operation of multiple facilities. An individual in this position will be expected to perform additional job related responsibilities and duties as assigned and/or as necessary.

### Essential Functions

*An individual must be able to successfully perform the essential functions of this position with or without a reasonable accommodation.*

Drives store-level talent management by developing and implementing store management talent plans; utilizing workforce planning techniques; sourcing, interviewing, and acquiring key talent; monitoring and creating action plans for diversity initiatives; conducting gap analysis and seeking learning and development solutions to address competency gaps; providing performance feedback and recommendations regarding talent strengths and development needs; and facilitating performance management processes and initiatives.

Drives associate engagement by analyzing survey data and employment trends; soliciting associate feedback and other associate data sources to assist in identifying solutions and action plans; supporting company's Open Door Policy; researching issues; reviewing and ensuring consistent application of company policies and procedures, initiating investigations; and providing associates with resolutions.

Ensures compliance with federal, state, and local laws, and company policies, procedures, and regulations for multiple facilities by analyzing and interpreting reports; implementing and monitoring human resource compliance; implementing action plans to improve performance; and directing the management teams in ensuring confidentiality of information, documentation, and assigned records.

Oversees, communicates and drives the consistent implementation of the company's HR practices, systems, and personnel-related activities in multiple facilities by auditing HR practices at the store level; analyzing and monitoring reports; creating action plans to resolve issues; verifying data; conducting on-site observations; training store management on HR methodology and processes; and providing HR advice and consulting to store management.

Executes HR business plans for the regional level by assisting in the development of the HR business plan, gathering internal and external perspectives, trends, and other data specific to geographic area; acting as a resource in the implementation of plans; and monitoring facility performance against plans.

Demonstrates up-to-date expertise in Human Resources and applies this to the development, execution, and improvement of action plans by providing expert advice and guidance to others in the application of information and best practices; supporting and aligning efforts to meet customer and business needs; and building commitment for perspectives and rationales.

### Competencies

*An individual must be proficient in each of the competencies listed below to successfully perform the responsibilities of this position.*

**Manages Workforce Planning and Staffing** - Analyzes short- and long-term staffing needs for the market, taking into account relevant data and information (for example, labor statistics, seasonal data, unique market characteristics, local labor supply, succession planning). Identifies, develops, and implements a variety of recruiting resources and strategies to provide needed talent for the market. Provides feedback to managers on associate performance, taking into account associate abilities, interests, and developmental needs. Monitors retention data; and partners with management to identify key retention issues and areas of concern and create potential solutions.

**Drives Performance Management** - Implements an effective performance management program within the market by keeping management informed on best practices in this area and ensuring the process is executed consistently, accurately, and fairly. Models and teaches managers how to apply performance management practices and address compliance issues. Partners with managers in the market to design, implement, and monitor effective recognition programs. Recommends performance improvement interventions and solutions (for example, development plans, coaching) to resolve issues identified in performance management reviews and discussions.

**Manages Associate Learning and Development** - Partners with other managers and associates to identify and focus on learning priorities for the market. Ensures associates within the market receive proper training and development programs in order to reduce gaps in performance. Implements initiatives to encourage and increase participation in mentoring and sponsorship relationships throughout the market. Provides advice and guidance to managers and associates on company learning and development strategies and industry best practices. Delivers training programs to build manager and associate skill levels in interpreting and applying HR policies and procedures.

**Judgment: Demonstrate Professional Judgment** - Researches and integrates relevant information and data, and uses expertise to make recommendations or decisions. Identifies and applies sound, fact-based criteria in setting priorities and making decisions. Uses business measures and analyses to identify improvement opportunities. Probes and looks beyond symptoms to determine the root causes of problems and identify possible solutions.

**Customer Centered: Meet Internal and External Customer Needs** - Identifies the requirements, expectations, and needs of customers. Supports and aligns with initiatives, goals, and actions focused on improving customer service. Addresses the concerns and issues of internal and external customers. Uses customer data, analyses, and insights to improve customer-related decisions.

**Execution and Results: Focus on Execution and Results** - Aligns and pursues work activities to achieve the mission and business priorities of the organization. Shares information, practices, and resources across functions, organizations, and locations to improve performance. Effectively uses existing processes and tools to achieve performance objectives. Uses and explains major process steps to manage time, resources, and challenges to meet goals.

**Planning and Improvement: Plan for and Improve Performance** - Develops and implements plans, practices, and processes to better achieve organizational goals. Develops contingency plans to manage or eliminate potential problems. Identifies and recommends ways to continually improve and streamline processes and practices.

**Influence and Communicate: Build Influence** - Develops and presents logical, convincing reasons in support of one's perspectives and initiatives. Proactively shares relevant information and timely updates with appropriate people. Listens attentively and asks questions to ensure understanding. Researches information for and prepares documents and presentations that effectively convey relevant information in a timely manner.



Ethics and Compliance: Model Ethics and Compliance - Acts in accordance with policies and procedures. Demonstrates ethical performance. Supports efforts to enforce compliance with policies and procedures.

Adaptability: Adapt Professionally - Demonstrates creativity and strength in the face of change, obstacles, and adversity. Adapts to competing demands and shifting priorities. Updates and shares knowledge and skills to keep current in one's area of expertise. Embraces change and supports its implementation.

Build Relationships: Form Relationships - Builds trusting, collaborative relationships and alliances across functional and organizational boundaries. Relates to others in an accepting and respectful manner, regardless of their organizational level, personality, or background. Collaborates with people from diverse backgrounds, experiences, and functional areas to discover new perspectives.

## Physical Activities

*The following physical activities are necessary to perform one or more essential functions of this position.*

Visually verifies information, often in small print.

Visually locates merchandise and other objects.

Reads information, often in small print.

Presents information to small or large groups and individuals.

Observes associate, customer/member, or supplier behavior.

Enters and locates information on computer.

Creates documents, reports, etc., using a writing instrument (such as a pencil or pen) or computer.

Communicates effectively in person or by using telecommunications equipment.

## Travel

*Traveling is necessary to perform one or more essential functions of this position.*

Travels domestically to and from multiple facilities or work-sites requiring consecutive overnight stays.

Travels domestically to and from multiple facilities or work-sites requiring an overnight stay.

Travels domestically to and from multiple facilities or work-sites during the workday.

## Work Environment

*Working in the following environment is necessary to perform one or more of the essential functions of this position.*

Works overnight as required.

## Entry Requirements

### **Eligibility Requirements (Applicable to internal applicants only)**

Meet applicable eligibility requirements (see PD-05)

### **Minimum Qualifications**

Six years of HR experience with at least two years experience as an HR generalist supporting a multi-unit/multi-business environment OR

Three years HR Generalist or Specialist experience supporting a multi-unit/multi-business environment, plus a BA/BS Degree in an HR related field (e.g., Business Administration, Human Resource Development, Human Resource Management, Industrial Relations/Labor Relations, Industrial/Organizational Psychology, Management, Organizational Development/Organizational Behavior); OR

Two years of Walmart manager-level experience leading an operational unit with responsibility for supervising other salaried managers (e.g., Compensation, Learning and Development, Benefits, Organizational Development, Logistics, HR Strategy, Operations, Communications)

### **Preferred Qualifications**

Master's Degree or higher in an HR-related field (e.g., Industrial Relations)

Two years of retail, hospitality or service-related experience

HR Professional Certification (e.g. PHR/SPHR)

**Market Human Resource Manager - Walmart**



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**Signature**

I have read and understand the essential functions for this position and certify that:

I have the ability to perform the essential functions of this position either with or without a reasonable accommodation.

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I do not have the ability to perform the essential functions of this position either with or without a reasonable accommodation.

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Associate/Applicant Printed Name

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Associate/Applicant Signature

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Date