

25368 Senior Employee Experience Designer - Clayton

Job Category: Grade 10

Location: 8000 Forsyth, St. Louis, Missouri 63105

**Job Expectations:**

Senior Employee Experience Designer - Clayton (Full Time)

Do you have a passion for talent and the employee experience? Do you want to help shape the way Commerce onboards new team members, so they can contribute to the team as quick as possible? Or, how about building programs that help our team members have exceptional experiences throughout their career journey? If this sounds exciting, then this role is for you!

This newly created position is a unique opportunity for an experienced individual with superior project management, communications and relationship building skills to partner across the organization to develop and implement comprehensive programs that strengthen and enhance our employee experience.

The position is within the Talent Management Team, whose overarching purpose is to cultivate an environment where team members can connect, grow and be at their best. This role will work closely with others across the organization to drive a seamless and impactful experience that orients new team members, reinforces our values, drives connection throughout the employee life cycle, and builds key skills for success. The role will partner heavily across the talent management organization to drive strategic initiatives to improve and positively impact the team member experience. We are looking for a practical, strong problem solver who can think outside of the box and cares deeply about the employee experience and is constantly looking for ways to enhance it. We're looking for someone that thrives in ambiguity, pull pieces together and deliver something polished and impactful.

Someone in this role would be expected to:

- Revamp the way Commerce onboards new team members. An early deliverable for this position will be to review and improve the new team member experience from offer acceptance thru the first 12 months. From the communications that a new team member receives, to the orientation, to providing resources for managers and leadership, to the check-in points throughout the first year – this role will be instrumental in designing and implementing the programs and processes that improve our new team members experience.
- Use data to tell a story: This role will be expected to dig into data to identify where opportunities exist to improve and tailor our team member experience, and then turning those ideas into reality. Someone in this role should be comfortable with analyzing employee survey results and other employee data, including turnover and stay and exit interviews, to identify priorities and recommend actions to enhance the employee experience.
- Be part strategist, part project manager, part change agent and a culture carrier. It's important that the person in this role casts a positive shadow aligned with the values of our organization. They will be responsible for working across the organization to lead initiatives from inception and design through completion - develop the project plan, lead meetings, drive results and monitor progress. Strong collaborative relationships will be needed to achieve results.

Here are even more specifics about the responsibilities of this role:

- Create a strategy for a cohesive employee experience throughout the full employee lifecycle, pre-hire through separation
- Develop relationships and collaborate with leaders and stakeholders throughout the organization to ensure consistency and a seamless, unified experience from corporate onboarding to the business segment onboarding process
- Develop tools and resources to help managers prepare for and onboard new hires
- Apply knowledge of adult learning theories to build a compelling and impactful journey, leveraging technology, digital learning and all resources to create positive experiences that can be delivered in various geographical locations and will appeal to multiple generations and learning styles
- Utilize stay interviews, exit surveys, focus groups, annual employee survey data, feedback, and other talent metrics to identify key insights, track and report on the effectiveness and impact of employee experience programs
- Lead the employee ambassador program, and the stay and exit interview processes
- Develop, execute and manage various aspects of the employee experience across the organization including the strategic roll-out of new programs. This includes proposing new programs, defining objectives and metrics, aligning resource requirements, developing agendas and content, managing logistics, and reporting on results

We're looking for the following education, experiences and qualifications:

- Bachelor's degree in HR, business, marketing, communications or related field
- Proven experience successfully developing and delivering programs designed to enhance the employee experience from pre-hire through separation
- Minimum of 6 years project management experience with a demonstrated ability to deliver high quality results from inception to completion
- Experience using qualitative and quantitative data to build a strategy
- Strong proficiency with Microsoft Office suite of products
- Excellent communication, presentation and storytelling skills; ability bring people along a journey, and package and present complex analysis and recommendations clearly
- Ability to manage through influence and work effectively with stakeholders at all levels of the organization
- Comfortable in a fast-paced, results-oriented environment, while remaining flexible to changing priorities and open to new ideas; ability to navigate ambiguity with ease
- Demonstrates ability to be a thought leader with a strategic vision and skills to connect a broad range of activities into a unified approach
- Highly organized and detail-oriented
- Ability to work independently with minimal supervision or as part of a team
- Creative, curious, strategic and innovative growth mindset, with experience in driving progressive HR initiatives in a practical, simple way

Time Type: Full Time

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