OPEN POSITION: Senior Human Resources Specialist (Full-Time) at the Memphis Medical District Collaborative (MMDC)

Organization Overview

The Memphis Medical District Collaborative (MMDC) seeks a **Senior Human Resources Specialist** to join our growing team. Established in 2016, MMDC is a nonprofit, community development organization committed to strengthening the communities between and around its anchor institutions – major healthcare and educational institutions – including ALSAC / St. Jude Children's Research Hospital, Baptist Health Sciences University, Le Bonheur Children's Hospital, Methodist Le Bonheur Healthcare, Regional One Health, Shelby County Health Department, Southern College of Optometry, Southwest Tennessee Community College, and University of Tennessee Health Sciences Center. Together, these institutions have more than 25,000 employees, 8,000 students, a collective spend of $1.3 billion, and control more than 300 acres of real estate. The Memphis Medical District is also home to more than 10,000 residents. These institutions, along with local and national philanthropy, area corporations, and collaborative community partners, support the work of MMDC to revitalize the Memphis Medical District and make it a preferred destination to work, live, learn, and play.

MMDC's approach is comprehensive and inclusive of residents, employees, students, and visitors to the district. In addition to connecting the dots across the major healthcare and educational institutions, our work is organized around six key areas of focus:

1. **Streets & Public Spaces** – Catalyzing connections between people and place through improvements to the public realm, including parks, streetscapes, sidewalks, plazas, and enhanced mobility options. District Ambassador program; coordination of safety efforts, hospitality assistance, and environmental and cleanliness improvements.
2. **Development** – Fundraising, grant writing and management, and donor/partner cultivation and recognition.
3. **Economic Development** – Supporting and connecting the diverse neighborhoods in the District through growing and attracting small, minority, and women-owned businesses, as well as supporting existing businesses through programs like Buy Local.
4. **Marketing and Communications** – Promoting the organization's mission, values, and impact to various stakeholders through creatively telling the District's and the organization's story.
5. **Real Estate** – Cultivating a rich environment for appropriate development through coordinated planning and investment, with a focus on creating mixed-use, mixed-income places.
6. **Workforce Strategies** – Through Hire Local, connecting neighborhood residents to training, education, and employment opportunities where there is a clear career pathway, a livable wage, and a growing career field.

Title	**Senior Human Resources Specialist**
Reports To	**Chief Operating Officer**

Summary	We are seeking a dynamic Senior Human Resources Specialist to join our team at MMDC, one of Memphis Business Journal's 2024, 2025, and 2026 Best Places to Work. The Senior Human Resources Specialist is responsible for supporting and managing the day-to-day human resources functions of the Memphis Medical District Collaborative (MMDC). This position serves as a primary resource for employees and managers and supports recruitment, onboarding, benefits administration, employee relations, performance management, compliance, policies, and employee engagement. The Senior Human Resources Specialist works collaboratively with leadership to ensure HR practices are consistent, compliant, well-documented, and aligned with MMDC's organizational culture, mission, and strategic priorities.
Experience and Qualifications	**Required:** ● Bachelor's degree in Human Resources, Business Administration, Organizational Leadership, or a related field. ● Minimum of 4–5 years of progressively responsible human resources experience**.** ● Demonstrated experience supporting multiple HR functions, including recruitment, onboarding, benefits, employee relations, and compliance. ● Experience working with HRIS/payroll systems. ● Strong understanding of employment practices and HR compliance requirements. **Knowledge, Skills & Abilities:** ● Strong knowledge of human resources practices and employment regulations. ● Excellent interpersonal and communication skills. ● Strong judgment and ability to handle sensitive employee matters appropriately. ● High degree of professionalism, discretion, and confidentiality. ● Strong organizational and documentation skills. ● Ability to manage multiple priorities and deadlines. ● Strong attention to detail. ● Ability to communicate effectively with employees at all levels of the organization. ● Ability to work independently while knowing when matters should be escalated. ● Proficiency with Microsoft Office and/or Google Workspace. ● Commitment to MMDC's mission and organizational culture. **Preferred:** • SHRM-CP, SHRM-SCP, PHR, SPHR, or other relevant HR certification preferred. • Experience working in a nonprofit or mission-driven organization preferred. • Experience working with a PEO or outsourced HR/payroll platform preferred.
Salary Range	$55, 000, commensurate with experience.
Key Benefits	• Generous benefits package • Professional development opportunities • 20 days per calendar year of paid leave • At least 10 office closing days for public holidays • Phone reimbursement
Physical Requirements	• Tasks require the ability to exert light physical effort in sedentary to light work, including lifting, carrying, pushing, and/or pulling lightweight objects and materials (5-10 pounds). • Lifting/moving supplies. • Tasks may involve extended periods at a keyboard or workstation.

Essential Duties and Responsibilities:

Human Resources Administration

- Manage day-to-day HR administrative functions and maintain accurate and confidential employee records.
- Maintain personnel files and ensure required employment documentation is complete and current.
- Manage HR-related information within MMDC's HRIS and benefits platforms.
- Respond to routine employee questions regarding policies, benefits, payroll, leave, and other HR matters.
- Maintain HR calendars, deadlines, documentation, and reporting requirements.

Recruitment & Hiring

- Coordinate recruitment activities for open positions.
- Prepare and post approved job descriptions and employment opportunities.
- Manage candidate communications and interview scheduling.
- Assist hiring managers throughout the recruitment and selection process.
- Coordinate reference checks, background checks, and other pre-employment requirements.
- Prepare offer letters and other approved hiring documentation.
- Maintain recruitment records and applicant documentation.

Onboarding & Offboarding

- Coordinate the onboarding process for new employees.
- Ensure new-hire documentation and employment eligibility requirements are completed timely and accurately.
- Coordinate new employee orientation and communicate benefit, payroll, policy, and organizational information.
- Work with internal departments to ensure employees have appropriate systems, equipment, and access.
- Coordinate employee separation and offboarding processes.
- Maintain appropriate documentation related to employee departures.

Benefits & Leave Administration

- Support administration of employee benefits, including medical, dental, vision, retirement, and other benefit programs.
- Serve as a resource for employees regarding benefit enrollment and general benefit questions.
- Coordinate annual open enrollment activities.
- Maintain benefit documentation and assist with reconciliation of benefit information.
- Administer employee leave in accordance with organizational policies and applicable requirements.
- Coordinate with MMDC's benefits and HR service providers as necessary.

Employee Relations & Performance Management

- Serve as an initial HR resource for employees and supervisors regarding workplace questions and concerns.
- Assist leadership with employee relations matters and appropriate documentation.
- Coordinate MMDC's performance evaluation process.
- Support the development and administration of performance improvement plans and other performance-related documentation.
- Assist supervisors with documenting employee performance and workplace concerns.

- Escalate sensitive or complex employee relations matters to leadership and/or legal counsel as appropriate.

Policies, Compliance & Risk Management

- Assist with maintaining and updating MMDC's employee handbook, HR policies, procedures, and forms.
- Monitor compliance with applicable employment laws and organizational policies.
- Maintain required employment records and documentation.
- Support completion of employment-related reporting and compliance requirements.
- Assist with workers' compensation, unemployment, and other employment-related matters as needed.
- Coordinate with outside HR consultants, legal counsel, benefits providers, and other partners as appropriate.

Payroll & Timekeeping Support

- Review employee timekeeping records and follow up on missing or incomplete information.
- Coordinate employee payroll changes and other personnel updates with the appropriate payroll provider.
- Maintain documentation supporting compensation and payroll changes.
- Assist employees with routine payroll and timekeeping questions.
- Partner with Finance to ensure payroll and benefit information is accurate and appropriately documented.

Employee Engagement & Organizational Culture

- Support employee engagement and workplace culture initiatives.
- Assist with staff recognition, professional development, and employee appreciation activities.
- Coordinate training and professional development opportunities as appropriate.
- Support organizational efforts to maintain a positive, inclusive, and collaborative workplace culture.

Additional Responsibilities:

- Performs other duties and special projects as assigned to support the mission, goals, and operational needs of the Memphis Medical District Collaborative (MMDC).

Work Authorization: Applicants must be legally authorized to work in the United States. MMDC does not provide employment visa sponsorship.

Submittal

If you are interested in applying, please upload your resume and cover letter here.
Applications will be evaluated on a rolling basis, so please submit as soon as possible. In your cover letter, tell us why you are interested in this role and how your past experiences make you an ideal candidate for our growing nonprofit, community development organization.

NO PHONE CALLS. For more information: www.memphismedicaldistrict.org