

Best Buy Co., Inc.

HR Measurement Manager

Location: Richfield, MN (southwest suburb of Minneapolis)

Role Summary:

Primarily responsible for partnering with leaders across the business (especially Human Resources) to properly assess the employee experience and its material impact on the organization's performance. Also responsible for designing and managing applied research programs which capture employee feedback about the effectiveness of test or pilot programs being conducted throughout various areas of the business. Also serves the Human Resources function by designing new or supporting existing employee assessment programs for exempt and non-exempt employees. Serves as a subject matter expert in any client engagement which requires or warrants the use of employee measurement.

Key Responsibilities (Essential Functions):

Assist in the creation of a variety of employee experience reports based upon data from multiple large-scale global employee surveys. This includes:

- Linking recent employee survey data to historical data as well as customer and financial data.
- Maintaining historical databases in a clean and organized manner free of errors.
- The ability to work with highly sensitive and confidential employee, customer, and financial information.
- Presenting data in report format that is easily accessible to a variety of audiences.
- Performing linkage research/modeling to identify how the employee experience impacts customer satisfaction and financial outcomes.
- Consult with HR leaders and business partners to ensure that all aspects of employee assessment and development programs are valid and legally defensible.
- Consult with HR leaders and other business partners to identify appropriate measurement methods for a variety of business issues or programs.
- Must personally model effective leadership and business partnership while providing internal clients with top-notch customer service.

Applied Research:

- Skill in Microsoft Excel (including pivot tables), Access (especially using it to 'connect' disparate sets of data), PowerPoint, Word, and SPSS.
- Experience with HR Information Systems (especially Oracle) is a plus but not necessary.
- Skill in EQS, LISREL, and/or AMOS is a plus but not required.
- Skill in methodologies/analyses more commonly associated with consumer research a plus but not required (e.g., CART, CHAID, MARS).
- Skill in or experience using text analytics software (especially Clarabridge) a plus but not required.

- A strong understanding of the issues and challenges which arise when conducting applied research in organizational settings is required (e.g., overcoming response bias, common method variance, range restriction, etc.).
- A foundational understanding of and skill in performing descriptive statistics, correlations, multiple regression, and relative weights analysis is required.
- The ability to convey complex technical or statistical information in a way that a non-technical audience can easily grasp is required.

Industrial/Organizational Psychology:

An understanding of the design and implementation of large-scale personnel selection programs in high volume organizations is required. This includes:

- Knowledge of the common validities found across various types of assessments (e.g., personality, cognitive ability, biodata, assessment centers, etc.).
- Knowledge of the various challenges encountered when using different types of assessments.
- An understanding of utility analysis.
- A strong foundational understanding of SIOP's *Principles for the Validation and Use of Personnel Selection Procedures* as well as the *Uniform Guidelines on Employee Selection Procedures* is required.
- A foundational understanding of the EEOC and OFCCP is required (experience performing analyses for either organization is a plus).
- An understanding of the differences between high-volume 'mechanical assessment' and non-clinical individual psychological assessment in organizations is also desired.

Business Acumen:

- A foundational understanding of common financial metrics associated with large retail businesses (e.g. revenue, margin, shrink, etc.).
- Knowledge of trends and challenges associated with the global consumer electronics industry is a plus.
- An understanding of the structure and operation of large global retail organizations is a plus.

Other KSAPs:

- The ability to independently manage, execute, and be held accountable for high-impact, cross-functional projects.
- The ability to effectively manage vendors.
- The ability to introduce efficiencies into existing processes or systems.
- The ability to think critically, strategically, and act as a true business partner with clients across multiple areas of the global business.
- Strong written and verbal communication skills.
- The ability to learn from one's mistakes, accept developmental feedback and adjust one's professional approach accordingly.
- The ability to work calmly under pressure.

- The ability to work well with ambiguity.
- Is solution focused and is not significantly burdened by obstacles that might normally impede project deliverables.
- A strong customer service focus is required.
- Strong consultation and process facilitation skills.
- Confidence and poise when interacting with a senior leadership and executive level audience.
- The ability to have fun at work while simultaneously displaying the appropriate level of maturity and professionalism within a Fortune 50 company

Basic Qualifications:

- Bachelor's Degree required
- 4- 6 years of relevant work experience
- A strong understanding of the issues and challenges which arise when conducting applied research in organization settings.
- Strong Project Management skills

Preferred Qualifications:

- Advanced degree in business, human resources, or industrial/organizational psychology (or related field) with an emphasis on quantitative methodologies and applied research design is strongly preferred.
- Active membership and involvement in the Society for Industrial/Organizational Psychology (SIOP) or the Society for Human Resource Management (SHRM) is also preferred but not required.
- Experience with HR Information Systems (especially Oracle) is a plus but not necessary.
- An understanding of the structure and operation of large global retail organizations is a plus.
- Knowledge of trends and challenges associated with the global consumer electronics industry is a plus.