

BOXER PROPERTY MANAGEMENT HUMAN RESOURCES

Boxer's team includes over 1,000+ employees covering virtually every function of a fully integrated CRE company. With in-house trades, legal, construction, and even restaurant staff, the employee needs are diverse. HR also manages a comprehensive learning and development program.

BOXER PROPERTY®

ABOUT HUMAN RESOURCES

The HR department runs a full scope of services for multiple ventures and departments across the country.

RECRUITING

Boxer recruits across every department and in multiple states for entry-level to executive roles.

BENEFITS & INSURANCE

The HR department bids (annually) and manages benefits and insurance programs in various categories.

TIME & ALLOCATION TRACKING

Manage time, overtime, PTO, and also allocations of employment costs among ~175 legal entities.

LEARNING & DEVELOPMENT

Boxer curates and develops instructional material and delivers training via a robust LMS.

PAYROLL ADMINISTRATION

The company administers payroll in 12 states for all classes of employees.

ASSESSMENTS & BADGES

Performance reviews, pre-employment assessments, and a comprehensive badge system.

EMPLOYEE ENGAGEMENT

The HR team runs various wellness and engagement activities and events, with related communications.

OVERVIEW

The HR Department historically performed its work locally, with all roles managed in the US. The launch of an in-house Learning & Development team charged with generating training materials and administering an LMS occasioned the first overseas staff. Since then, the department has grown its international team and shifted additional processes to that group.



I don't know what I would do without our international support staff, but I am certain that our local team would suddenly be overwhelmed without them.

Betty Jean Larson
Chief Human Resources Officer

PREVIOUS EFFORTS

Prior to the arrival of global support, the HR department functioned effectively, but the workload curtailed focus on new and innovative programs. In particular, the capacity to create training and career development content often lagged.



Getting Onboarding Right

Boxer launched a comprehensive onboarding process for new hires to ensure a positive arrival. The overseas team orchestrating and monitoring these activities across multiple departments, escalating as needed.

WHAT SUCCESS LOOKS LIKE

The HR department relies on a team of overseas resources to process a variety of tasks associated with basic HR functions. Activities that take time but must be done correctly are managed remotely, like responding to employee inquiries and allocating staff costs to various entities and properties. The remote team also administers the LMS and generates training content. The local team has more time to focus on direct interaction with employees, recruiting, and strategic HR initiatives.

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57%

6yr REDUCTION IN
INCIDENT RATE

1,200+

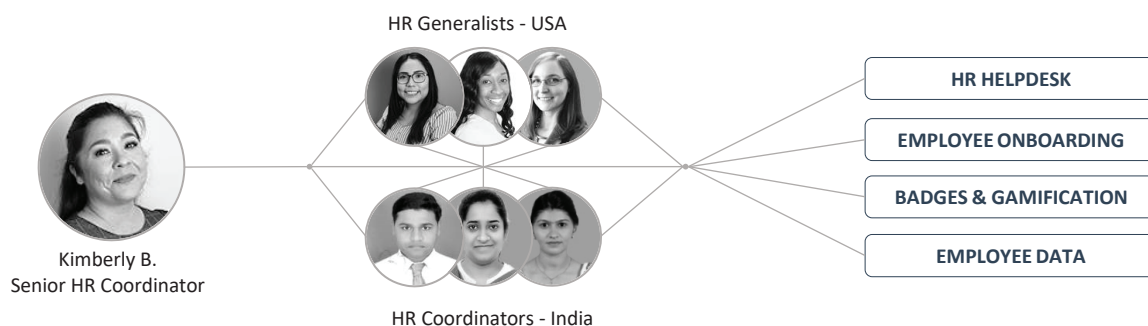
OVERALL
STAFF

>46k

TRAINING
ASSIGNMENTS
COMPLETED

SPOTLIGHT: GENERAL HR SUPPORT

A blended team works together and in parallel on a variety of HR tasks. The true integration resulting from this organizational structure allows for incredible throughput, timeliness, and resiliency.

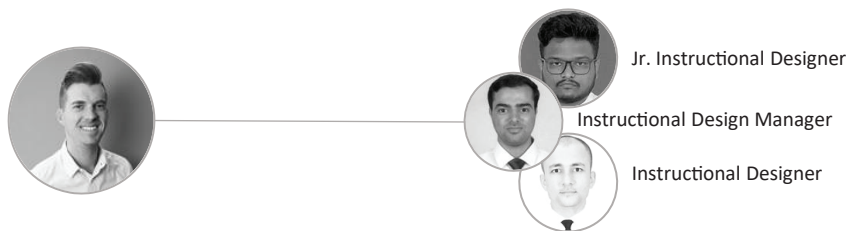


SPOTLIGHT: LEARNING & DEVELOPMENT

Boxer centralized training with a Learning & Development function in 2014, but it wasn't until adding remote team members that the program really took off. That team handles course design & production, LMS administration, and tracking of training assignments throughout the company. This in-house capability has a huge impact on operations.

My 100% remote team allows us to develop our own custom training, deploy it to the company, and track the results.

Lee Turner
Training Manager



SPOTLIGHT: BADGES & GAMIFICATION

Boxer's Badges & Gamification program ("Badger") is administered by the HR Coordinators in India and supervised by the US team. This popular program, which drives employee recognition, previously suffered from intermittent focus.

Some of the 240+ Badges tracked and awarded by the team in India.

