

Inside Look at Falvey's Departments: People Operations

Next in our Falvey internal department series, we're doing a deep dive into our People Operations team. This department is dedicated to creating and maintaining a positive and supportive company culture for our employees. The People Operations team focuses on hiring and retaining employees but is also committed to providing opportunities to help further develop and advance their careers within Falvey.

To give you a closer look at this department's roles and responsibilities, we interviewed the department's director.

Roxanne Nelson joined the Falvey team in 2000. She began her Falvey career as secretary to the Underwriting team, transitioned into an account executive team leadership role, and later earned her current title of director of People Operations in 2016. Prior to joining Falvey, she attended Katharine Gibbs School, where she received an Executive Assistant Certification. Nelson loves to travel internationally and has even experienced a 36-hour day when flying home from Sydney, Australia. She has traveled to 11 countries and will cross off her 12th international destination later this year.

How does your department support Falvey Insurance Group as a whole?

We support FIG as a whole by focusing on our people. We are here to make sure that everyone feels safe in the workplace while also assisting in their career development at Falvey. We are all about making our employees part of our collaborative family culture, which is at the heart of what we do at Falvey.

What is your department's area of expertise?

Our department specializes in anything and everything that pertains to our employees. This includes but is not limited to hiring and onboarding, talent management and retention, employee benefits, and career development and advancement. We focus on building and maintaining a collaborative culture and encourage employee engagement through social activities, diversity and inclusion events, volunteerism, and more.

How has your department evolved over time?

As Falvey has grown, so has our team. It started with Jane Falvey working on HR items as they came up for the business. Jane eventually ended up focusing solely on HR items as we grew from two employees and one Business Unit to 80 employees and multiple business units.

When I took over, we continued to grow, adding over 20 people, resulting in more than 100 employees. The biggest change came in 2021 when we hired Rym Terbeche as the second member of the People Operations team.

What does your department do that others in the market do not do?

Not just our department, but Falvey as a whole puts a large focus on our values, culture, and collaboration. We have not lost the small family business feel as we have grown to a large company. We also focus on talent management via promoting from within, which has helped develop another generation of talent in our niche marketplace.

What is your favorite success story from your department?

This is not a single success story from the department but rather more of a trend. I think one of the biggest successes for our department is the development of our employees. It is such a fun experience to get to meet each candidate during a phone/video interview and then watch as they develop as a member of the team. It is a major success for our department when those new team members start contributing to their departments and the company. It really is gratifying to see the development of our employees across the whole company.

What's something that excites you about the future of your department or its role in the industry as a whole?

I am excited to become more of a partner to all of the departments within Falvey, using a proactive approach rather than a reactive approach. When departments are reaching out to us, we often find ourselves reacting to a situation that has already occurred. While some of these situations will continue to happen, I am looking forward to a change in that approach. Through five-year planning, training, and the development of data, we will be able to start utilizing a proactive approach for many of the situations that affect the Falvey family.

To learn more about the inner workings at Falvey, check out our spotlights on other internal departments, such as our [Marketing Team](#) and [Finance Department](#).